



Case Study

Hot-Line Console

Client

Crystal Forex Services

Vertical

Banking & Finance

Location

Mumbai

Switch

Panasonic

Introduction

At Crystal Forex services is one of the leading institutional brokers in the Indian Foreign Exchange markets. Best n timely service is their motive.

The Need

Crystal Forex had requirement for solution which enables their Agents to reach potential clients, Banks and partners over Hot-Line without hassle of multiple attempt and long wait for answering.

Answering every call and connecting each call is essential.

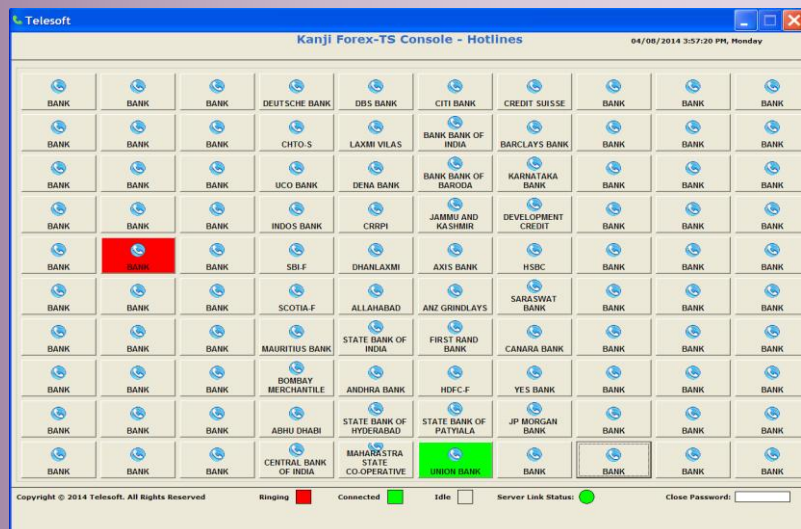
The Solution

TELESOFT have customized and developed Hot-Line Console.

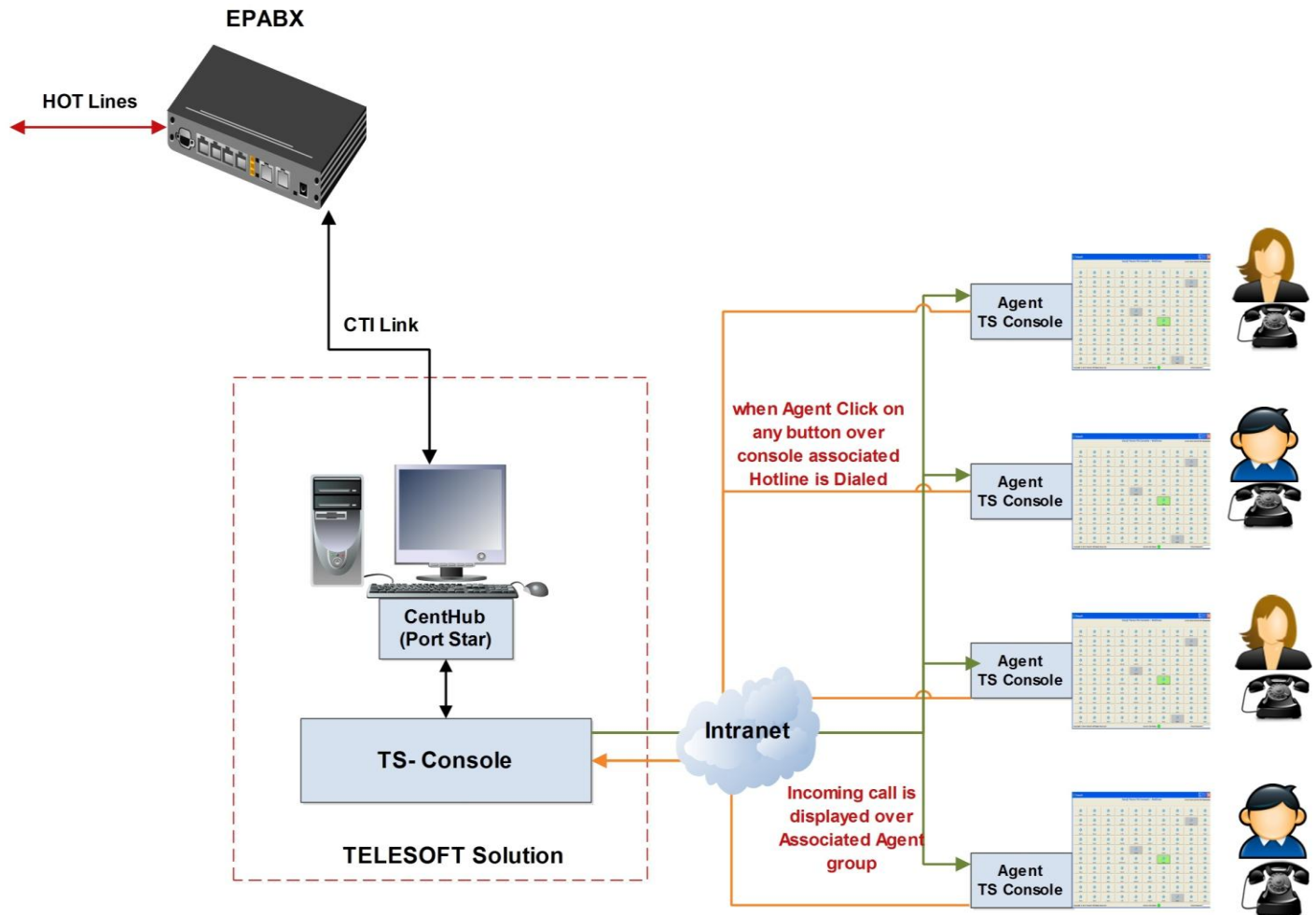
Hot-Line Console is a soft console which offers dedicated button on console scree for every client/ Partner/ Bank, which on dialing connects agents over associated Hot line. Agent console status will be fetched over CTI Link.

Any incoming call will be flashed in red on all the logged-in agents screen, as soon as any agent answers the call it turned Green changing status to connected.

Hot-Line console offers to defined Campaign specific set of clients. This will facilitate to avail buttons based on Logged-in agent's campaign.



Schematic



Conclusion

This customized console, gives hassle free dialing facility. Connecting to clients/partners is just a one click away.

Incoming call is accessible to all available agents will make sure, no call will be unanswered or missed.

These facilities will ensure maximum efficiency n high recourse utilization.