



Yeastar P-Series Phone System Call Center Solution

Complete Features

Reliable

Easy to Manage

This document outlines the Yeastar P-Series Phone System's service offerings for call center solutions. Available both in the cloud and on-premises, Yeastar P-Series offers a complete package for voice, video, chat, call center, messaging and more, out of the box. By integrating market-leading unified communications (UC) and contact center (CC) solutions into a single suite, Yeastar P-Series helps businesses boost engagement, collaboration, and operational effectiveness for customer success.

Great Experiences Happen by Design

Built with a customer-centric approach, [Yeastar call center solution](#) surpasses traditional voice routing and management to offer omnichannel messaging support. With a complete list of intelligent features, it provides a user-friendly visual workspace that effortlessly streamlines all your inbound activities.

Key Solution Capabilities

- Inbound Call Center
- Omnichannel Messaging
- Agent Collaboration
- Quality Management
- Reporting & Analytics
- CRM Integrations & APIs
- High Availability

Benefits

- ✓ **No per agent pricing.** One low-cost license to let anybody in your company help handle customer queries.
- ✓ **Seamless working** across multiple locations and remote agents.
- ✓ **Resolve swiftly** using intelligent routings, design-led interfaces streamlining call center interactions, and unified internal collaboration tools.
- ✓ **Activate agent potential** with powerful monitoring, analytics and performance management to identify areas of opportunity and improvement.
- ✓ **Delight customers** with the freedom to contact your company over phone, SMS, social media, and more
- ✓ **Reduce IT dependency** with everything ready out of the box.
- ✓ **Compliant** with data privacy and security standards: GDPR, PCI, ISO 27001, etc.

Drive Efficiencies with Easy-first Inbound Tools

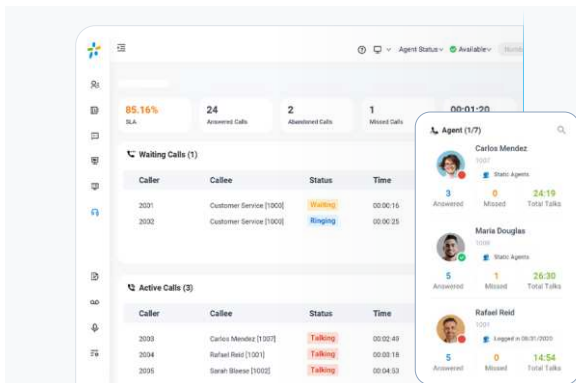


Intelligent Call Routing

Achieve higher first-call resolution using advanced self-service IVR and automatic call distribution (ACD) that routes calls based on priority, agent skill levels, time of day, language preferences, and more.

Queue Panel

The Queue Panel allows agents and supervisors to efficiently manage all aspects of a queue. From agent coaching to call handling, it's your visual, intuitive interface to handle all daily call center operations efficiently through a single interface.

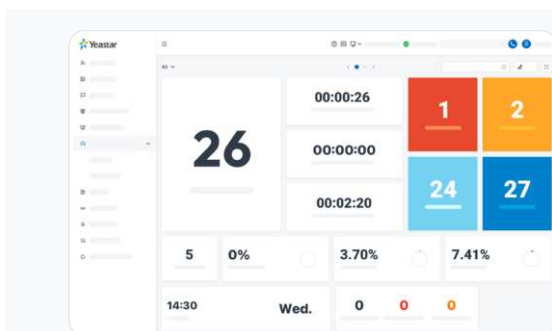


Key features include:

- ✔ Manage agent status: login/out, pause/unpause
- ✔ Handle queued calls: drag-and-drop distribute & transfer
- ✔ Live agent coaching: click to listen-in, whisper, barge-in monitor
- ✔ Track & label missed call processing results
- ✔ Display real-time active/waiting queued call list
- ✔ Display real-time per agent & aggregated performance data

Real-time Wallboard

The Wallboard aggregates your call center KPIs and metrics into an intuitive display. With real-time performance data per queue and the sum of all queues, you can easily spot the emerging trend at a glance at any time and take proactive actions.



Key functionality include:

- ✔ Visualize 17 key metrics including Missed Rate, etc.
- ✔ Track real-time stats of one or multiple queues
- ✔ Intuitive widget-based view and informative chart view
- ✔ Automatic notification on SLA threshold

Quality Monitoring & Compliance

Record calls for legal and quality monitoring. Train agents live with Listen-in and Whisper and use Barge-in to take over when needed. Ensure every interaction of your agents is up to standard.

Reporting and Analytics

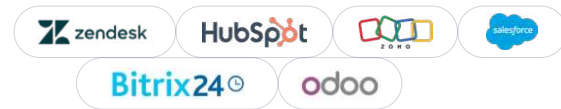
Gain the business insights needed to maximize agent performance and provide better customer service and run targeted analysis over your call center data.

Key functionality include:

- ✔ 13 customizable reports spanning IVR, Agent, Queue, and Customer Satisfaction dimensions
- ✔ Intuitive graphs for greater visibility
- ✔ Scheduled periodic downloads

Pre-built CRM Integrations & APIs

Link the system with your CRM or helpdesk and bring up the customer contact record before you answer that call.



Omnichannel Messaging Support

Integrate social media messaging and SMS text messaging. Reach your customers in the channel of their choice.

Feature List

The table below provides an overview of the Yeastar call center solution features. The features with * (star mark) require Yeastar P-Series Phone System Enterprise Plan or higher.

Self-service

- Interactive Voice Response (IVR)
 - Multi-level
 - Multi-lingual
 - Time condition-based
 - Custom Greetings & Voice Prompts

Call Queue Treatment

- Automatic Call Distribution (ACD)*
- Skill-based Routing*
- Priority Queue & Acceleration
- Automatic Queue Callback*
- Queue Ring Strategies
 - Liner (Fixed Order)
 - Ring All (Simultaneous)
 - Rrmemory (Rotary)
 - Fewest Answered
 - Least Recent
 - Random
- Music on Hold
- Custom Voice Prompts
- Queue Position Announcement
- Estimated Wait Time Announcement

Agent Experience

- Web-based UX
- Dynamic & Statistic Agents
- Queue Panel*
- Missed Call Disposition*
- Screenshot
- Contact Record Display*
- Linkus UC Clients
 - Browser-based
 - Windows, MacOS
 - iOS & Android
- Computer telephony integration (CTI)
- Voicemail Announcement*

Quality Assurance

- PCI-compliant Call Recording
- Call Monitor, Whisper, Barge-in
- Post Call Surveys*

Team Collaboration

- Agent Presence Status
- Call Transfer (Cold/Warm)
- Three-way Calling
- 1:1 and Group Chat*
- File Sharing*

Dashboard & Reporting

- Wallboard & Real-time Analytics*
- SLA Monitoring & Notifications*
- Real-time and Historical Reports*
 - IVR Reports
 - Agent Performance Report
 - Agent Call Summary Reports
 - Agent Activity Reports
 - Queue Performance Report
 - Queue Callback Reports
 - Queue Activities Reports
 - Satisfaction Survey Reports

Omnichannel Support

- SMS Integration*
- WhatsApp Integration*
- Message Queue*
- Message Detail Records*

Integrations

- CRM Integration*
- Helpdesk Integration*
- Open APIs*
- Linkus SDKs*

For more information, please contact a sales representative.