

PROFESSIONAL SOLUTIONS

FOR CONTACT CENTERS AND CALL RECORDING

FIDELITY

Call Center &
Contact Center

CALLXPRESS

Traffic Analysis &
Call Accounting

RECALL

Call Recording
Solutions

FIDELITY

Fidelity is an ACD and contact center solution aimed at improving telephone call handling and social media, increasing customer quality of service, and providing real time and historical information.

Fidelity is a global solution based on state of the art SIP and CTI technologies and used widely in most European Countries.

Fidelity attends and distributes large call volumes, reduces lost calls to a minimum, and optimizes costs and internal resources.

Fidelity may also distribute emails, handle web & social networks chats and may be integrated with CRM and ERP solutions. In option, Fidelity includes Call Recording and a Post call survey modules.



Fidelity Contact Center Improves Customer attention

Agent and Supervisor Screens

Browser or Windows based applications allowing the agent to login and view call data, and allowing the supervisor to monitor all the call-center activity, to chat with the agents and to record or listen calls on-demand.

Wallboard Module

Web-based application allowing specific users to view contact centre call flows and service levels: queue and agent status, calls waiting and quality of service.

Forms and Reports

A wide range of reports to control and evaluate the contact-center performance, and powerful tools for creating agent forms and scripts for inbound and outbound campaigns.

FIDELITY BENEFITS

- Improves telephone attention
- Increases agent efficiency
- Optimizes costs and resources
- Reduces waiting times
- Minimizes lost calls
- Provides user friendly reporting
- Increases call volume



RECALL

Recall is a powerful recording system for trunks lines and PBX extensions used in many different organizations throughout the world.

Recall is used to assist in; dispute resolution, handling orders over the phone, recording customer interaction for audit and training, to improve quality, detect and control abusive calls, and for banking and legal compliance.

Recall is an affordable product, suitable for all sizes of business and organizations and for permanent, selective or on-demand based recording.

Extension recording may be enhanced with optional modules for real-time monitoring, listening and tagging of the recordings during the call. In case of Trunk recording, recall is able to automatically identify the extension associated to each call via the CDR output.



Recall Solution ***Reliable recording for all environments***

Recording Manager

This intuitive Search & Management software included in all Recall versions, enables listening to the recordings, tag them, or assign them to different categories to make later searches easier.

Alarms and Warnings

Ensures the proper operation of the recording service, issuing alerts in case of system inactivity, disk saturation, or data base problems.

Security and Confidentiality

It is obtained by encrypting the recordings, using a digital watermark, muting the recording when the customer provides credit card details and tracking transactions.

RECALL BENEFITS

- Records any type of lines and extensions
- Provides restricted access to recordings
- Integrates with customer CRM/ERP software
- Ensures recordings integrity
- Allows adding comments to recordings
- Alerts in case of operating problems
- Accessible from any web browser



CALLXPRESS

CallXpress is a traffic analysis and call accounting software which helps improve quality of attention and optimizes resources in businesses of any size or sector.

CallXpress can be installed on the customer server or is available as a Cloud solution and Software as a Service (SaaS).

CallXpress is a browser based solution allowing specific users to manage internal and external calls through a wide range of reports and graphics.

CallXpress allows creating a multi-level organization chart and assigning names to extensions and organization levels enabling the production of structured reports.



CallXpress Manages Telephone Traffics

Real Time Monitoring

CallXpress offers a dashboard type display which shows in real time analytical information about the calls of the day: number of calls per hour, cost per hour, most expensive calls, etc.

Alarms

Alert via e-mail of possible frauds and suspicious events: calls above a certain cost or duration, to unauthorized destinations, or to numbers out of the contact list.

Graphics and Reports

Broad range of reports that may be obtained on the spot or scheduled to be run at specific dates and times, and sent by email.



CALLXPRESS BENEFITS

Improves service level

Detects fraud and suspicious usage

Reduces costs

VERTICAL APPLICATIONS

Cloud – Software as a Service (SaaS) model

Mobile - Control of Mobile Phones

Hotel – Billing and Management of calls in hotels, hospitals...

Innovation and Fiability

Unlimited solutions development

Jusan is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in 50 countries and certified by top market players. Jusan sells and supports its products through a network of partners and distributors.

Jusan is orienting its activity to Cloud solutions and to Software as a Service (SaaS) applications, and keeps bringing value by developing projects that fit the specific needs of its customers.



JUSAN

INNOVATIVE CLOUD TECHNOLOGY

More than 80,000 installations of jusan products have been made across Europe, Africa, Latin America and the Far East during the last 10 years.

