



Immediate Statistics to Optimise your Business

Do you have a contact centre in your company and are you looking for a quality solution for a low price that will also provide you with transparent statistics? The 2N® Contact Centre Solution is for small and medium enterprises with two operators or more and comprises a software application and hardware on a 2N® NetStar platform. It is used not only by companies with customer lines, but also by any service and contact departments, help desks and dispatching centres, i.e. everywhere the distribution and monitoring of incoming calls is needed.

The 2N® Contact Centre Solution software application is accessible over a web interface and offers high scalability and a simple expansion option to include other operators, which can be added one by one. In this way you will not only enjoy marked cost savings, but also build a made-to-measure solution precisely in accordance with your needs. In addition, there are managerial overviews of calls, statuses, operators and various campaigns that you can filter in accordance with the contact centre's projects.

If a company has a 2N® NetStar communications system, all it has to do is buy the software application (without the necessity of purchasing other hardware) and, after an easy and short installation, the contact centre can start operating immediately.



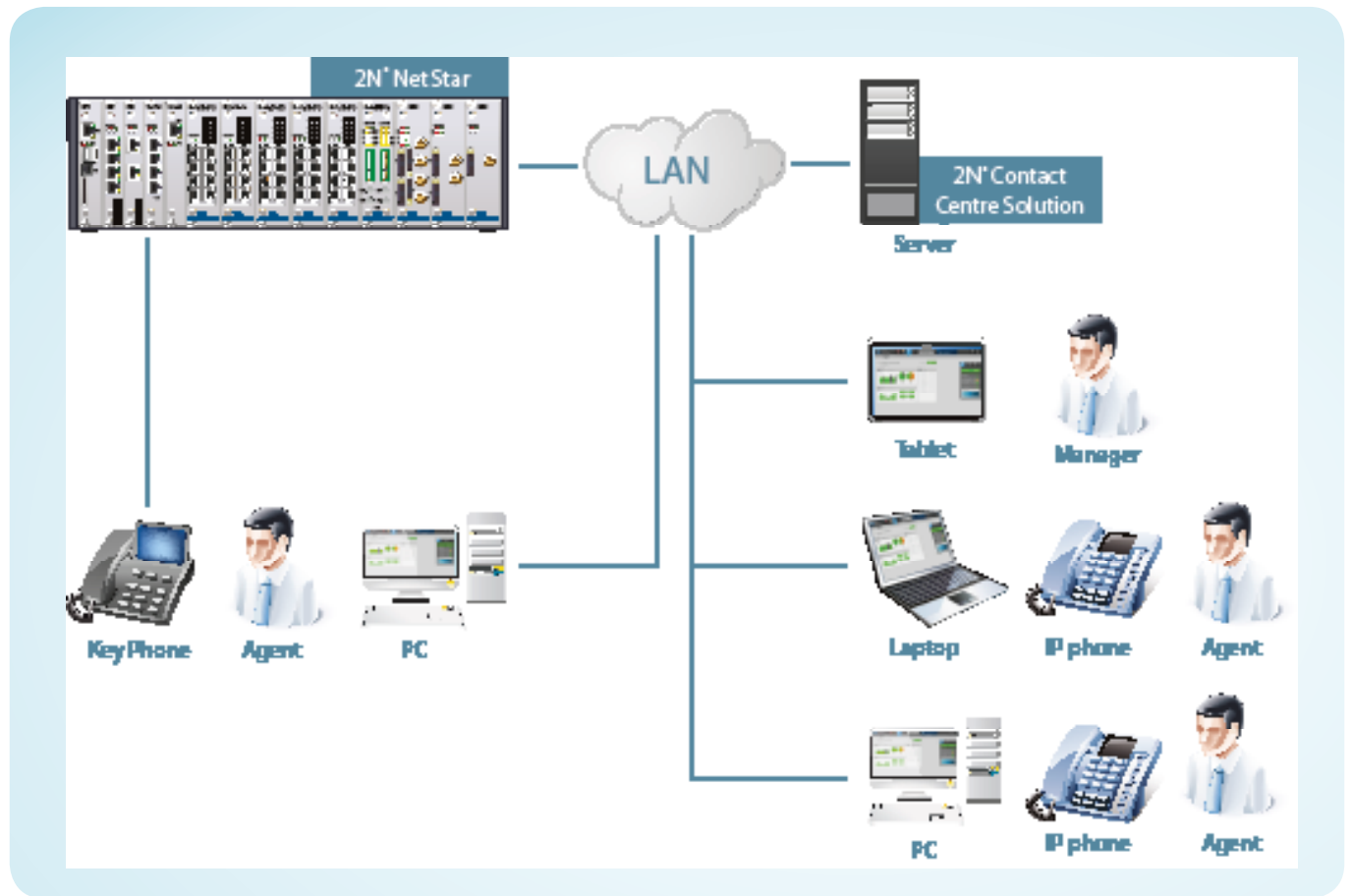
Use:

- Contact centres
- Customer lines
- Help desks
- Dispatching centres
- Service departments

Why to choose the 2N® Contact Centre Solution?

- Installation for two operators or more
- Transparent statistics for assessing operations
- Monitoring of calls, operators and campaigns
- Evaluation of efficiency and load on operators
- Operation of web interface using a tablet or smartphone
- Easy one-time installation

Basic Connection



Technical parameters

PC or virtual machine (min. requirements)

Processor	64b
Operating memory	Min. 4GB RAM
Hard disk	Min 100GB HDD

2N® NetStar hardware platform



2N TELEKOMUNIKACE a.s.

Modřanská 621, 143 01 Prague 4, Czech Republic, Tel.: +420 261 301 500, E-mail: sales@2n.cz, www.2n.cz.