



Cloud Communications Platform

Contact Center

ioTRAN is a North American-based developer of carrier-grade cloud communications platforms, dedicated exclusively to service providers and their quest to provide world class communications services to their customers.

The ioTRAN Contact Center delivers a powerful, cloud-based solution designed to help businesses manage customer interactions with efficiency and precision. Built on a robust communications platform, it provides advanced Automatic Call Distribution (ACD) capabilities that intelligently route calls to the right agents based on customizable rules. Whether deployed in SaaS, hybrid, or on-premises environments, the solution offers flexibility to meet the needs of MSPs, service providers, and enterprise organizations seeking reliable and scalable contact center functionality.

With Q-INSIGHT comprehensive queue management and real-time monitoring tools, supervisors gain full visibility into call activity, agent performance, and customer experience metrics. Intuitive dashboards and reporting features make it easy to track key performance indicators, optimize staffing, and improve response times. The system is designed to enhance productivity while ensuring that every customer interaction is handled professionally and efficiently, even during high call volumes.

Applications

- Customer Support/Help Desk
- Technical Support—Tier 1-3
- Sales & Lead Response
- Appointment Scheduling
- Order Processing & Customer Service
- Dispatch & Field Services
- Collections & Billing
- Emergency & After-Hours Call Handling
- Call Answering Services
- Surveys & Customer Feedback
- Internal IT/Employee Support Desk
- Multi-Location Business Coordination
- Customer Retention & Win Back Programs
- Disaster Recovery & Business Continuity



Built For All Service Providers

ACD Queue • Monitor

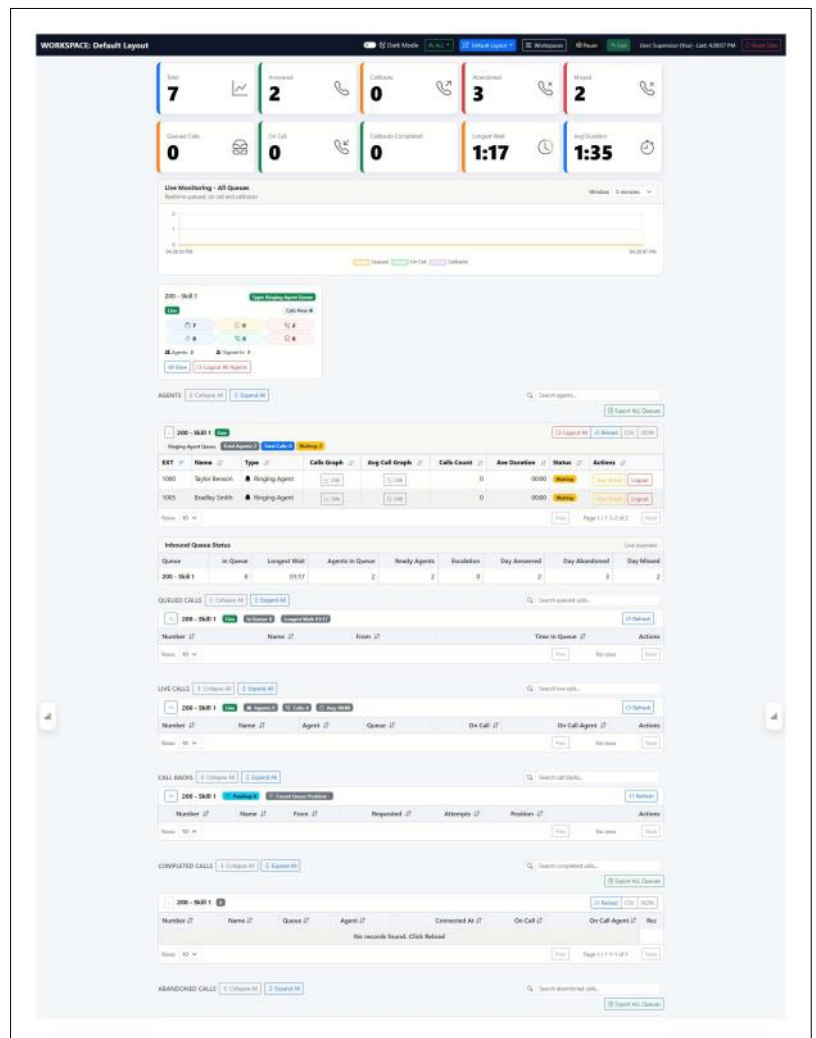
ioTRAN's Contact Center solution is fully white-labeled, allowing service providers to deliver advanced call center capabilities under their own brand while maintaining complete control of their customer relationships.

ioTRAN introduces **ioSPACES**, a powerful feature designed to deliver enhanced flexibility and centralized control for your ACD Queue Monitor and related applications.

With **ioSPACES**, you can create and save customized workspaces that organize the tools and views you use most. Easily open selected applications alongside your queue monitor or launch them in separate browser tabs or window modals for a more efficient workflow.

Whether managing queues, monitoring agents, or accessing supporting applications, ioSPACES gives you the ability to tailor your environment for maximum productivity and streamlined operations.

The ACD Queue monitor can easily be customized and **viewed on external monitors and large displays**.



ACD Queue Features

- Ringing Agents
- Connected Agents
- Skill Sets
- Callbacks
- Callback Drag/Drop Ordering
- Initiate Callback Now
- Ring Distribution Methods
- Agent Selection
- Number of Agents to Ring
- Agent Recovery Time
- Agent Recovery Exit
- Agent Recovery Prompts
- Caller Timeout Transfer
- ACD Queue Announcements
- Agent Connecting Messages
- Caller Connecting Messages
- Caller Exit Keys
- Wait Audio
- Escalation Features
- Agent Number of Rings
- Queue Position Notification

Q-INSIGHT ACD Queue Monitor Features

- Live Monitor
- Historical Reporting
- Key Performance Indicator Display
- Analytic Live Graphs
- Live On Call Graphs
- Live In Queue Graphs
- **ioSPACES** Workspaces
- **ioSPACES** Tools
- **ioSPACES** Widgets
- Add 3rd Party App Workspaces
- Unlimited Workspaces
- Launch up to 3 Workspaces at a time
- Single/Multi-tab or Window Modal
- Total Calls
- Total Answered Calls
- Total Live Callbacks
- Total Completed Callbacks
- Total Abandoned Calls
- Total Missed Calls
- Total Queued Calls
- Total On Calls
- Total Longest Call Waits
- Total Average Durations
- Agent Live Stats
- Login All Agents
- Logout All Agents
- Skill Set Live Stats
- Manual Agent Breaks
- Manual Agent Login
- Manual Agent Logout
- Manual Barge
- Manual Listen
- Manual Teach
- Manual Call Escalation
- Manual Call Transfer
- Direct Call Recording Access
- CSV and JSON Export

The ioTRAN Cloud Communications Platform provides a complete solution with Hosted PBX, Contact Center, Messaging, UCaaS, Video, Fax, Billing, Taxation, Process Workflow, and Customer Management.

Ready. Set. You're a Telecom Provider



Q-INSIGHT

INTELLIGENT CONTACT CENTER INSIGHTS



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