

EasyCall Cloud was conceived in order to offer maximum quality for every sort of requirement, from small facilities to large businesses, providing a complete CRM service that is the result of extensive experience accumulated in this field.

The software, VoIP traffic, geographic numbers, and telephone lines can be adjusted in a scalable and dynamic way for individual call and contact centers.

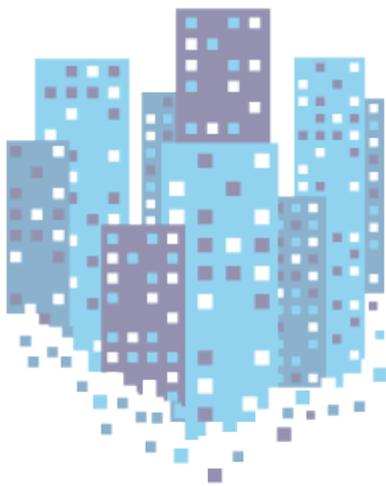
## Company

**Easy4Cloud** originated and grew from the merging of research and technology development with the strength of the **cloud**.

Supported by professionals in fields ranging from engineering to marketing, technical assistance and customer care, we provide a complete answer for the demands of various business environments. A company that accompanies businesses, professionals, and end consumers, with versatile solutions that can be personalized, shortening the distances between people and making communication easier.

An innovative approach rooted in experience developed over time and the continuous requests from clients. A way to grow together, which changes objectives in order to stay in line at all times with the needs of the markets and the requirements of our various interlocutors.

Offices: **Aversa, Milano, Barcelona, London.**



## Transparency for your choices



### Quality of service

Our services are controlled by mailings of automatic type, but constantly monitored by our assistance.



### Application security

Our security system prevents any Customer to access the data of another user.



### Security of data

Communications and information of our users are encrypted and protected by SSL technology.



### Database security

Our databases are protected by separate entrances and limited.



### Access security

Our servers are located in protected environments and sterile degree of temperature and humidity controlled. The access is limited to a small number of employees. Protection from outside Our network is protected by a firewall with intrusion detection systems.



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### User Authentication

Each user must authenticate to access the reserved area with login and password.



### Protection of customer data

Our clients are owners of their data that are not used for other purposes only after authorization by the User.



### Saving

The data passing through our servers are saved and stored before being sent to these centers.

## Dedicated panels for every user

Each figure of the call center has his own access to the application with a personal username and password. He can access to different sections defined by his role.



The **admin**, the highest single figure in a call center and contact center hierarchu, has access to the complete management and supervision of the application.

He can configure his call and contact center, visualize reports and has access to the section to make purchases and top ups autonomously and completely in the cloud.

The **supervisor** has his own panel designed to monitor his operators in his team, working on the same campaign. He watches the work of the operators and can use the **active and passive listening functionality** to check and intervene in case of inefficiency of his team or to support and assist during the formation phase.

The **agent** has access to a simple and intuitive panel guiding him in every phase, with the support of selling and vocal order scripts for each single operation to be finalized in the best possible way.

To start the job in the assigned campaign, you just have to login using the configured softphone xlite zoiper microsip.

At admin's discretion, he can send commercial infos via sms, fax and email post call, pre call or during the call.



## EasyCall Cloud: the efficient answer to modern call centers

### Unanswered calls become outbound

The Administrator may, in case of missed calls on the inbound system, import the list of customer database, filter them and assign them to operators to put them back into circulation with an activity of outbound. In addition, the operator during call, may, if provided by the Administrator, enter in a "list offline" new customers received during the conversations, generating the activity inbound a useful basis for the outbound.

### The freedom to fully manage a campaign inbound

Inbound campaigns to be created within the section all outbound but can be changed at any time directly in the configurations of the inbound settings. To every single campaign corresponds a number of operators to work but also a company a product that do support, a professional who has requested a virtual answering service, or in any case a one flow of calls to the same objective or characterized by the same means.

### Constant check on the work of call and contact center

Our Reporting system, updated and constant, it allows to have an overview on the performance of call and contact center, visible by the Administrator. A watchful eye on the performance of the operators, on the performance of campaigns and on call flows divided by time slots, for active campaigns and Operators. You can also monitor the work of its call center looking at the trend in calls through IVR, so as to correct any weak points or monitor company areas achieved little.

## Simplicity and efficiency for the agent

The experience of EasyCall, acquired for his "call and contact centers" and those of customers grew over the years, makes the work of the operators, simply and immediately.

The operator panel collects a few but clear functions to correctly manage calls, outcomes and recalls. Optimizing time and facilitating the job are the key points of the panel.

Each operator will have their own username and password for access, to enter in the software panel. For activities "inbound" call handling is done directly from the softphone downloaded or VoIP phone configured, by logging in to campaigns assigned.

## The cloud call center

The Administration section simplifies the work of the Administrator and incorporates in to easy and fast the management economic of the channel, geographical numbers and useful information relating to telephone use. Access is granted only to the administrator of the "call and contact center" that can handle deadlines in a few clicks, purchases and renewals.

## Much more than a switchboard

Functions closely related to the concept of PBX are extended and are supported by the CRM that makes full use for the activities that are not limited to telephony.

A unique tool that can meet the demands of actual "call and contact center" eliminating the limitations and problems related to physical systems and complex structures.

## Contemporaneity of calls tailored

The management of contemporaneity. They can be purchased individually for the different needs of activity, allows seamless integration in operational structures without limiting the various declinations.

The flexibility of the contemporaneity world, varying from month to month, offers the opportunity to build and modify the configuration its company.

## Create personalized flows

The configuration of the numbers allows you to choose and build the path that the call must have in working phase and after work.

In addition to the standard single procedure, you can use the interactive menu and create the steps that characterize the performance of the queue, personalizing the management job.

## Improved quality of service

Aside from in "inbound" activities, especially for those in order, EasyCall, thanks to the experience gained in the field, provides the calculation of service quality, the value expressed in "%" that flows from relationship inter-cosso between the reference waiting time and the limit time waiting.

The value shows the difference around the referring time. 100% is reached if every received call is answered in the reference time frame.

The percentage drops down if there are more unanswered calls or if the calls are answered after the reference time. This value is really useful for the reports

### Support and training

The usage of our system grants a deep formation on every aspect of the present areas, for the administrator, the operator or the team leader of the call or contact center.



Dedicated email [customers@easycallcloud.com](mailto:customers@easycallcloud.com) support customers in technical assistance operations from **lunedì** to **venerdì** from **9.00** and from **18.00**.



Dedicated number **+44 2036952179** it is available to customers for business information and technical assistance. Is active from **lunedì** to **venerdì** from **9.00** and from **18.00**.



The e-mail [sales@easycallcloud.com](mailto:sales@easycallcloud.com) it is available to customers for business information from **lunedì** to **venerdì** from **9.00** and from **18.00**.