

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.

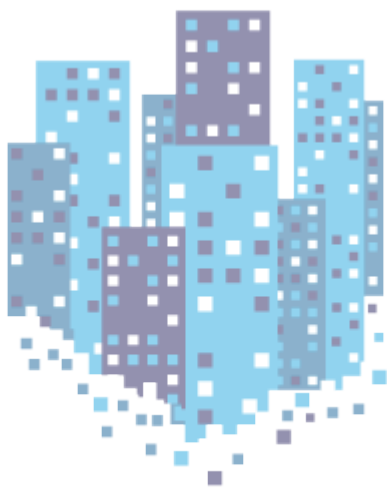
Company

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.



Protection from outside

Our network is protected by a firewall with intrusion detection systems.



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 hierarchy, has access to the complete management and supervision of the application. He can configure his call and contact center, visualize different reports and has access to the **settings of the call center**, including the section to make purchases and top ups.

The **Project Manager**, fundamental figure for a teleselling call and contact center, has access to means to manage multiple campaigns, has control over the teams on different locations and his results are provided in a discreet way so other project managers can't see his data.



The **Supervisor** or team leader 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.



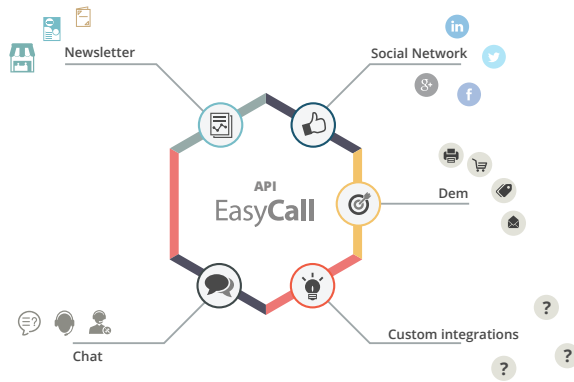
The **Operator** has access to a simple and intuitive panel that guides him in all phases of their work, improving its quality.

In support of taking appointments for agents, operators can take advantage of **geodialing** by viewing its customers data that are in the same area of competence by one or more agents ensuring time optimization and the reduction in consumption with the consequent improvement of useful contacts. The system combines perfectly with the **geo-referencing** that calculates geographical distances between one appointment and the next in mode automatic. The system guarantees the time needed to avoid overlaps and give a chance to reach the place established, replacing a process so far manual and often erroneous.

Supervisor Agent, typical figure of call centres with physical sales network, has a Panel for managing appointments of agents from which to monitor their performance.

The **Agent**, you can consult and download the calendar of events taken by operators for him with on a system geo-referencing and geodialing. A convenient way to remember the location of events and the time it takes to get to the next appointment. A solution that optimizes the round of useful contacts, making **productive day in less time**. The agent, not is caller, and despite having its own username and password, is free.

The **BackOffice**, the area to which can be accessed by specific figures or operators already employed in call centers, manages everything related to after sales, including in relation to the work done by Agent on the street.



The efficient answer to modern call centers specializing in telesales

Simple and Safe Imports

The Administrator and the Project Manager can import and export the complete database list, filter it, and assign parts to the agents.

A list is built **from zero** by inserting personal choices based on research done on keywords or through an import in simplified mode, generalized or advanced generalized.



The freedom to manage a telephone campaign in all its details

For each **new easily-designed campaign**, it is possible to set the duration, the closure (including precautionary), and the help script for the Agent.

The same section also has settings for questions, surveys, products, and the archiving outcomes, all with additional options that increase the level of personalization and optimization of the call center's work.

Not just sales; post-sales too

The **BackOffice** section allows for the management of all the details related to post-sales from the moment in which the archiving is performed. It guarantees improvements through a double-check and re-insertion of data and of the recordings, where present, made during the negotiation stage, and the possibility of re-contacting the clients or sending the contact back to the agent in the event of an error.

Constant monitoring of the call center's performance

Our **Reporting system**, continuously updated, allows us to always have a general report on the performance of the call center, and can be accessed by the Administrator, the Project Manager (for each specific project), and the Supervisor of a specific team. A watchful eye over the efficiency of the agents, on the development of the campaigns, on the outcomes, and on the appointments made for the agents.

Simplicity and efficiency for the agents

The EasyCall experience, which has evolved over the years for its own call centers and for those of its clients, makes the agents' job simple and instantaneous.

The Operator Panel includes a few clear features that characterize the call management correct, the outcomes and prompts.

Optimize time and make your job easier are the winning keys of the Panel. Each operator has its own username and password to enter in the application.

For the outbound activities, the management of calls is automatic in the case of **Predictive** and **Progressive Dialer**, and in case of manual **Preview Dialer**, broadcasting the call directly from the bar Integrated Telephone.

The Cloud call center

The Call Center Settings section simplifies the Administrator's job and organizes the economic management of the application and the options for telephone service and configuration in an easy and rapid manner. VoIP reloadable credit, expandable positions, purchase of packages for sending texts, faxes, and voice recordings ... all in a single area. A few clicks to set up your call center, and even fewer to manage it.

Managing appointments for agents

EasyCall offers an integrated solution in the application dedicated to telemarketing activities allowing an optimal managing appointments taken by operators for agents and available from a reserved area.

Appointments are taken using the geodialing which allows automatically display the data present in the same area of competence by one or more agents and georeferencing system, which calculates geographical distances between one appointment and the next, giving the opportunity to the agent a chance to reach the individual places in the right time. The agent can download his personal appointment calendar on entering in the application with your credentials. It has the possibility to machine them putting the outcomes, by inserting notes and loading a file for single appointment.

EasyCall predisposes, also, an access for the supervisor agent who can coordinate activities by managing the appointments of all agents.

Maximizing the agents' work: Preview, Progressive e Predictive Dialer

The optimization of the Agents' work is structured and differentiated by three types of dialers that allow the correct handling of the flow of calls based on the type of activity of the call or contact center.



PREVIEW



PROGRESSIVE



POWER



PREDICTIVE

The **Preview Dialer** is a system for the manual handling of calls that allows operators to manage the flow of calls and the amount of time between the first call and the next one autonomously.

The **Progressive Dialer** (1 call) and the Power Dialer (up to 5 calls) makes calls start automatically once the operator accesses his or her dashboard.

The **Predictive Dialer**, which can be used with a dedicated web-based machine, reduces the waiting time between calls drastically and increases the performance of call centers by connecting calls to operators' headsets automatically, without any need for interaction with the dashboard.

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 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**.



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