

120 Agent Call Center Replaces Legacy PBX with Pulsar360 Hosted VoIP

Case Details

- Call center for multiple MUD districts was on a legacy premise-based PBX through Mitel
- They needed a call center PBX that would handle 120+ call center agents with numerous MUD district calls coming into the SI Environmental call center
- They required a call center manager through a web interface that could perform the following functions:
 - Drag and drop calls
 - Call center reporting
 - Multiple queue options (most important)

Pulsar360 Solution

- Deployed a hosted VoIP solution for 120 call center agents.
- XactView call center manager was implemented so agents can use a computer program to:
 - Drag and drop calls
 - Call center reporting
 - Manage phone calls waiting in multiple queues
- Remote agents were easily connected from their home office with one extension being registered to multiple devices
 - I.E. extension 100 was connected to 2 desk phones and 1 smartphone for simultaneous ring

If your business is looking for a Full Circle Solution, talk with our team at Pulsar360, Inc.

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