

Overview

itel Portal is a software suite, with which web based complete solutions for telecommunication applications can be provided. The suite includes applications such as ACD, multichannel routing, conferences as well as IVR. The system administration, basic settings, rights management, contact data and much more are administrable using a single user interface, which can be used in any browser. Data once collected is shared amongst all system applications. For example by the multi-tenant ACD, conference server and IVR.

ACD

ACD stands for Automatic Call Distribution. Using the ACD, incoming calls and media events (voice mail, fax, SMS, callback requests and e-mails) can be routed using defined rules to extensions and employees (e.g. agents in a call center). The object is to connect callers as quickly as possible with the best suited and available agent. The web based application is used for the administration of the system and also for the supervisors and agents of the call center. As administrator, you create one or more supervisors for each ACD group. Supervisors can monitor the agents in the call center, and can actively influence and evaluate the ongoing work in a call center. Agents can view the happenings in their own ACD groups. Numerous functions such as routing rules, prompt management, web messages and statistics, help you organise the call distribution in your call center.

Network IVR

IVR means Interactive Voice Response. The Network IVR enables you to create interactive voice response services, and associate these with service numbers in your account. With the Network IVR you can configure all aspects of services running on your service numbers and view statistics and analyse logs. The programming and configuration of the IVR uses various system functions, for example prompt management, number management and routing.

Conference Server

The conference server provides a web interface and configuration options for the execution of telephone conferences. Here you can find functions to help you administer conferences: You can create conferences, open and close them, add participants to a conference, create sub-conferences and save conference participants as contacts, and more.

Administration

Alongside the application specific functions, there are a lot of functions in the portal which are used by all applications, such as logging and statistics.

Statistics

Here you can access statistical functions, for example reports which document calls and associated events processed by the system.