

The FirstComm UC-Standard Call Center Application enables your business to take advantage of the growing market demand for hosted call center solutions, as well as automatic call distribution functionality to complement a business customer's hosted voice services. UC-Standard Call Center provides a highly scalable, multi-tenant platform for delivering high revenue and high margin advanced call center capabilities to your business, whether you are an SMB with a need for a little extra ACD/queuing support or a high volume call center.

KEY HIGHLIGHTS

- Agent & Supervisor Dashboard
- Multi-line Hunt Group Call Routing
- Configurable Agent States
- Monitor, Barge-In & Whisper
- Configurable Disposition Codes
- Standard Call Reporting
- Call Wrap-up with Configurable Timer
- Detailed Call Analytics Graphs

