



## Epygi EAC and Call Center Examples

Epygi has the perfect answer for inbound call center functionality. With options for inbound call distribution, supervisor and agent WEB based consoles, barge in, call recording and extensive reports we have world class solutions for all call centers. We have deployments in the field for over 5 years now and continue to evolve the solution. Here are some examples of real installations.

### **Sullivan Tire (US Franchise)**

Sullivan tire has over 80 stores in the northeast US using Epygi QX PBX devices. They have a call center on a QX3000 with ACD (automatic Call Distribution) and EAC (Epygi ACD Console) licenses to manage 25 agents in 9 queues. Incoming calls use a toll free 800 number for nationwide customer support and local numbers for servicing their franchise offices. Call recording for all call center inbound calls and a wallboard for display of call center statistics. An overflow queue is used to redirect callers in the main queues if they wait more than 20 seconds in queue. Sullivan uses SIP and PRI trunks and has all stores interconnected via a unified dial plan on their 80 QX and Quadro on premise devices. These installations are done thru our premier partner ADI Telecom.

### **Es Salud Hospitals (Lima, Peru)**

Es Salud has 2 large hospitals in Lima, Peru, using redundant QX3000 units. With over 500 extensions per hospital the system has been in use for over 5 years. For incoming calls they use IVR and receptionist. Last year they installed a call center on one hospital using Epygi EAC SW with 82 agents working with local PBX extensions and some remote agents using mobile numbers. They have 18 different queues on the system and they distribute the calls using an all agent ringing profile. Agents login using phone keypad or special call center login auto attendant for mobile users. One EAC is issued for overall statistics and wallboard.

Second hospital is the same setup as the first one except they have 4 agents and 20 queues. In this

hospital they also have skills based call routing to provide the customer a better experience. This installation is done thru our partner Zakini.

### **City Electric (US Franchise)**

City Electric is a nationwide electrical materials supplier that has over 160 locations with Epygi QX and Quadro systems. They have a 40 agent call center to handle internal branch order needs. With 5 queues they use the QX IVR to distribute incoming calls from a nationwide toll free 800 number. An overflow queue insures delayed callers are redirected to personnel that can respond quickly. Their agents are located all over and connect to PBX thru VPN network. They use Epygi ACD and EAC as well as Barge In for supervisors to monitor service quality and do agent coaching. They also use call recording for all call center inbound calls and wallboard for display of call center statistics.

### **VDC Telecom (Operator in Guinea)**

VDC is a local carrier in Guinea and has been using a Quadro M8L system for several years with ACD and 20 agent positions. The call center is used for an Ebola virus response center. Incoming IVR is used for call distribution and call center calls are recorded. Next step is to upgrade to our QX line and enhance the ACD with the EAC WEB based agent and supervisor tool. This is an example of the reliability of the Epygi systems.

### **Clinica Medica Internacional (Ciudad Juarez, Mexico)**

Local medical clinic in Juarez using a Quadro PBX and migrating now to a QX500 PBX with over 100 extensions. The clinic supports a large volume of customers and runs a call center with 12 agents on one queue. Uses IVR to distribute incoming calls and call recording for the call center. SIP trunks for carrier connectivity.

### **TogoCel (Local Carrier in Togo)**

TogoCel is also an old installation in Africa using a Quadro M32 based call center with 20 positions and ACD license. The call center is a general support center for their subscribers. IVR distributes the incoming calls. TogoCel is in the process of installing a customized mobile voice mail platform based on our QX3000 system customized to their specific needs. ACF21, one of our premier partners, is responsible for these installations.

### **Orange and Telecel (Operators in Central Africa Republic)**

These are two separate Africa operators that run call centers with 50 positions (Orange) and 40 positions (Telecel) for customer support using call recording. They use ACD for call distribution. The agents login/logout via phone keypad and incoming calls are distributed via IVR. Systems has 200 extensions and uses SIP and E1 trunks. Systems have been in operation for several years.

### **Miami State Attorney Office (Government Prosecutor Office for State of Florida)**

This is a state government installation of QX3000 systems in Miami Florida for the State Attorney Office. The systems have been in use for several years with over 800 extensions in redundant mode. A new call center is being provisioned to handle over 60 agents with EAC, ACD and wallboard displays. Custom agent reports were developed for the customer to their requirements. IVR is used for inbound call distribution and they process high call volume.

### **SteelMart (Hardware Chain in Mexico)**

SteelMart has 3 locations in Mexico with QX200 PBX and runs a call center in the main office seating 20 agents that service incoming customer calls. One supervisor with EAC monitors the performance of the agents. With over 100 extensions distributed over the PBX on a unified dial plan and incoming IVR for distributing the calls they change the call pattern on Sundays on the satellite offices to send all calls to the main call center. This way their customers are always answered to even on Sundays.