



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 offer world-class solutions for all call centers. We have been deploying in the field for over 5 years now and continue to evolve the solution. Here are some examples of real installations.

Sullivan Tire (USA)

Sullivan Tire operates 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 are directed through a toll-free 800 number for nationwide customer support, along with local numbers for their franchise offices. Call recording for all call center inbound calls and a wallboard for the 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 the 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 carried out by their premier partner, ADI Telecom.

Es Salud Hospitals (Peru)

Es Salud has 2 large hospitals in Lima, 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 a receptionist. Recently they installed a call center at 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 log in using a phone keypad or a special call center login auto attendant for mobile users. One EAC is designated for overall statistics and wallboard displays.

The second hospital has an identical setup to the first, but it operates with only 4 agents and has 20 queues. This location also implements skills-based call routing to enhance the customer experience. This installation was carried out through our partner, Zakini.

City Electric Supply (USA)

City Electric Supply 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 ensures delayed callers are redirected to personnel who can respond quickly. The agents work remotely and connect to the PBX via a VPN network. They use Epygi ACD and EAC systems, along with Barge In functionality for supervisors to monitor service quality and provide coaching to agents. They also use call recording for all call center inbound calls and a wallboard for display of call center statistics.

VDC Telecom (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. The next step for VDC is to upgrade to our QX line, which will enhance the ACD with the EAC web-based agent and supervisor tool. This situation exemplifies the reliability of Epygi systems.

Clinica Medica Internacional (Mexico)

This local medical clinic in Ciudad Juarez is using a QX500 PBX system, which supports over 100 extensions. The clinic handles a high volume of patients and operates a call center with 12 agents working on a single queue. They use an Interactive Voice Response (IVR) system to manage incoming calls and record calls for the call center. SIP trunks are employed for connectivity with the carrier.

Togo Telecom (Togo)

Togo Telecom 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. Togo Telecom is in the process of installing a customized mobile voice mail platform based on our QX3000 system, customized to their specific needs. ACF2I, one of our premier partners, is overseeing these installations.

Orange and Telecel (Central African Republic)

These are two separate telecom operators that run call centers with 50-agents (Orange) and 40-agents (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 support approximately 200 extensions and uses SIP and E1 trunks. Systems have been successfully operating for several years.

Miami State Attorney Office (USA)

This is a state government installation of QX3000 systems in Miami, Florida, for the State Attorney's 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 to meet the customer's requirements. IVR is used for inbound call distribution, and they process high call volume.

SteelMart (Mexico)

SteelMart is a hardware chain in Mexico that operates three locations, all equipped with a QX200 PBX system. Their main office features a call center with space for 20 agents who manage 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 an incoming IVR for distributing the calls, they change the call pattern on Sundays at the satellite offices to send all calls to the main call center. This arrangement guarantees that customers are always attended to, even on Sundays.

TUMO Center for Creative Technologies (Armenia)

TUMO is a global leader in tuition-free creative education for teens, mastering fields from robotics to filmmaking. To support its vast Armenian operations, TUMO uses a robust Epygi infrastructure across six offices. With over 100 extensions using desk phones and eQall softphones, and a 20-agent call center powered by the Epygi QX500 in Yerevan, the team ensures reliable and efficient communication between staff, students, and parents. This synergy of innovative learning and advanced technology allows TUMO to scale its impact and empower the next generation of creators.