



CFONI TECHNOLOGIES

A WORLD CLASS CLOUD TELEPHONY SYSTEM PROVIDER

CFONI

Background and History

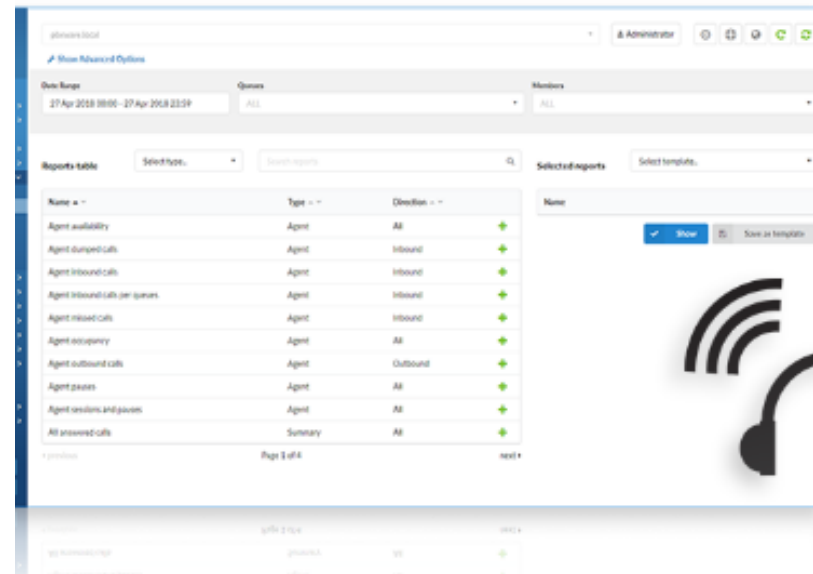
Cfoni understand the important part of the whole business base on a good communication and with good communication help to bring good revenue. Therefore, we decided to build a solution that help businesses to make their communication better, keeping track of their client and sales in the better way and of course their company image better.

Our management team have over 10 years experience in telecommunication industry in messaging, voice call and data (Internet Service) working with Major Telco like TIME, TM, CELCOM, DIGI and MAXIS. We also obtain MCMC license to sell VoIP product in Malaysia.

Call Center Solution

Call Center Edition

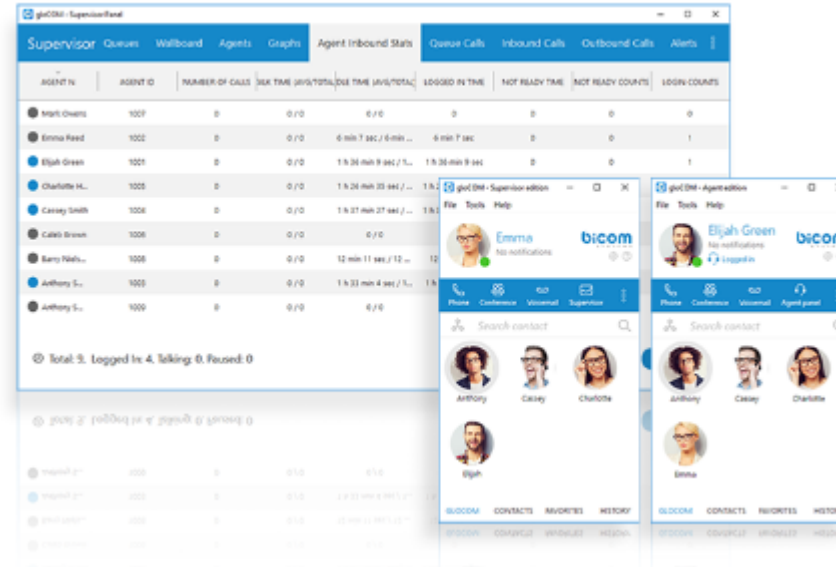
of Call Center is designed to simplify and enhance call management at the busy call centers and contact centers of any size. Call Center PBX enables you to increase efficiency in the workplace and transform the way you conduct business, with each edition supporting specific features maximizing performance, reliability, and expandability.



Agent & Supervisor Application

Agent & Supervisor Application

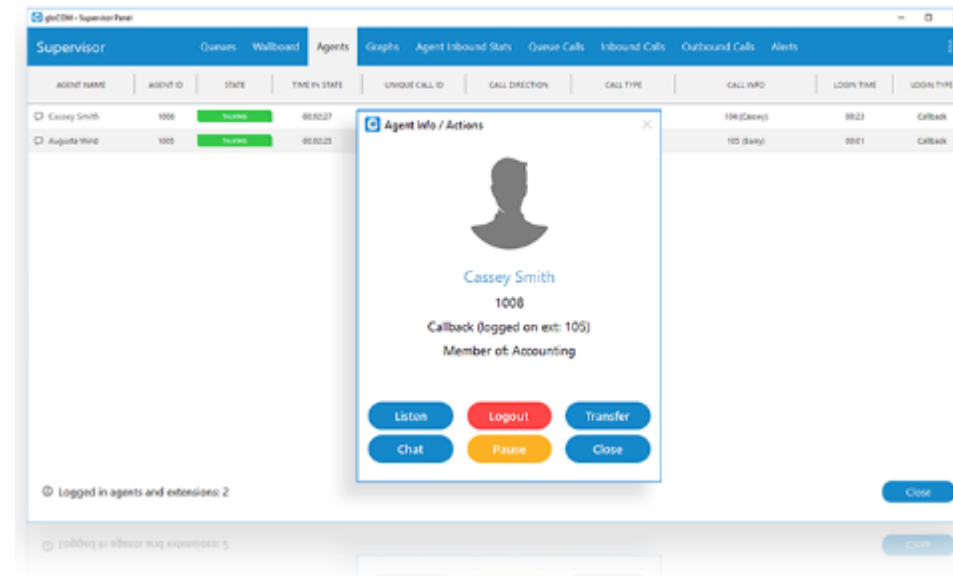
Tie together all of your Call Center PBX communications in a simple interface via Agent and Supervisor editions. Call Center Supervisor enables real-time monitoring of Agents and Queues, tracking agents' performance and generating comprehensive statistics reports, while the Agent edition provides agents with the right tools to maximize productivity, reduces unnecessary interruptions and makes communication with customers more effective.



Real-Time

Real-Time Agent Monitoring

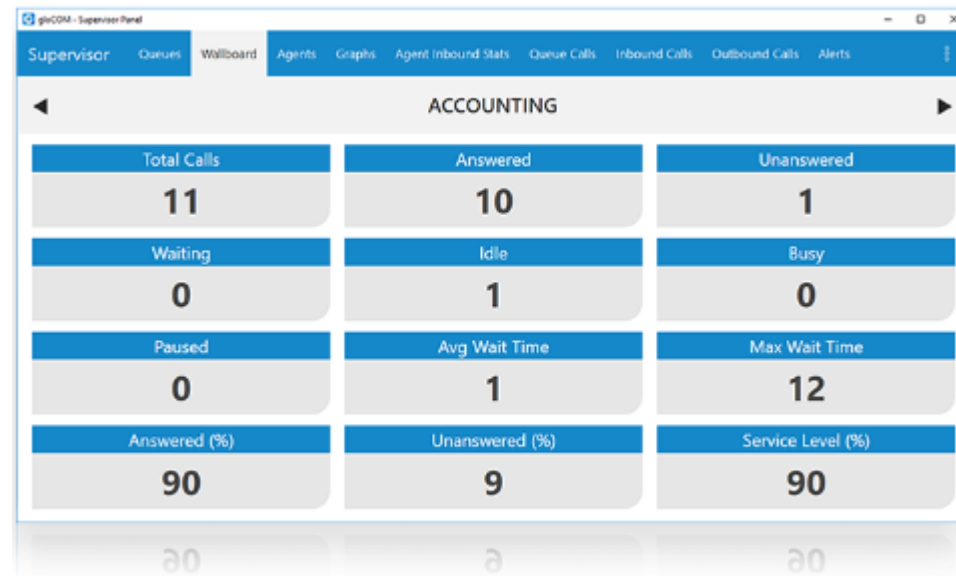
Ensure that your call center workforce is effective, successful and consistently delivering outstanding customer service. Use the “Monitor” feature to listen in on an active call and identify problems quickly and while listening use “Whisper” to speak with the agent without the caller knowing, or “Call Barge” to speak with the agent and the caller.



Wallboard

Call Center Wallboard

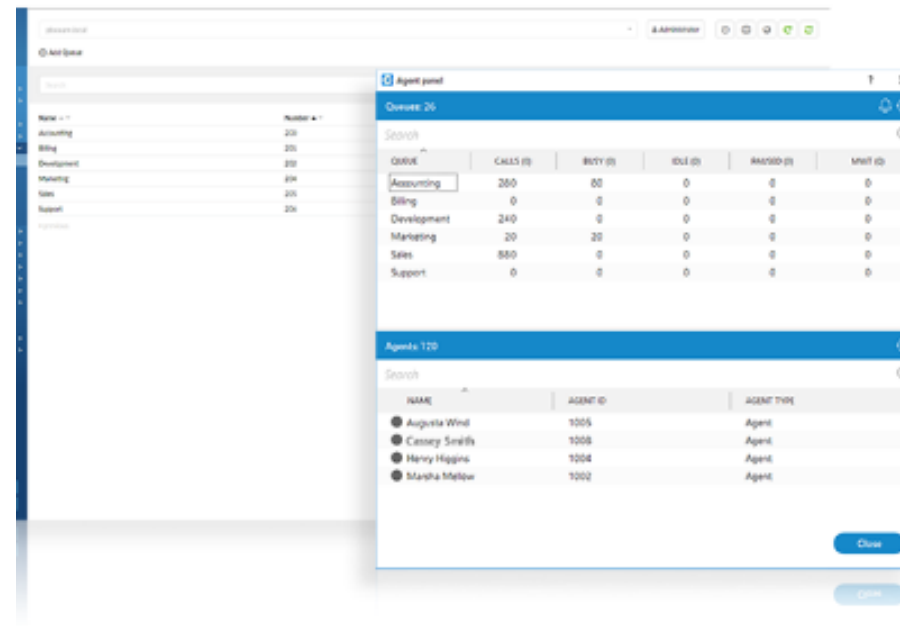
Cloud Call Center Wallboards provide the information for all your agents in real time. Data is presented in a way that is easier to read and helps measure the call center performance. Wallboards keep Agents informed with all call center activities while allowing them to remain focused on their own tasks.



Auto Call Distribution System (ACD)

Unlimited Queues (ACD)

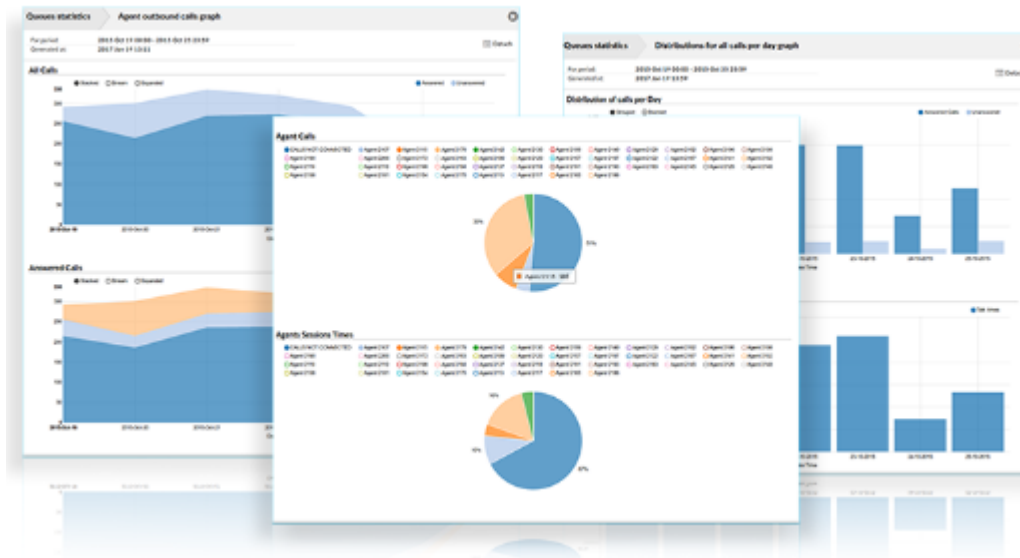
Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly. ACD is a very important component of a call center and communication system. Some of its capabilities include Priority Routing, First In – First Out (FIFO), Queue Call-back, Call Monitor, Call Barging and more.



Reports and Statistics

Queue Statistics and Reports

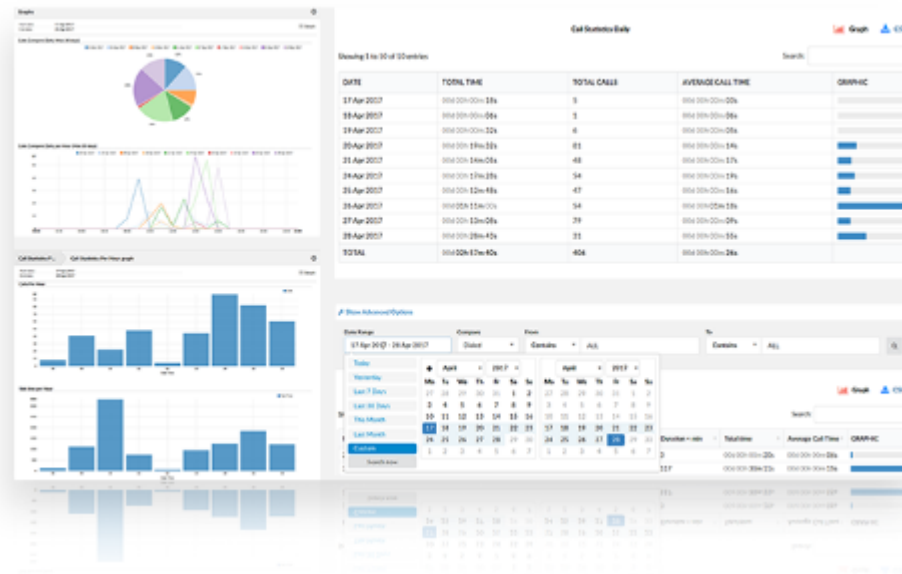
Real-time queue statistics gives you an in-depth insight into agent activity and queue traffic where you have the access to agent's inbound and outbound calls, missed calls, occupancy, availability, queue inbound answered and unanswered calls, as well as total calls... You can display the reports visually by using a graph or export it as a PDF or CSV file.



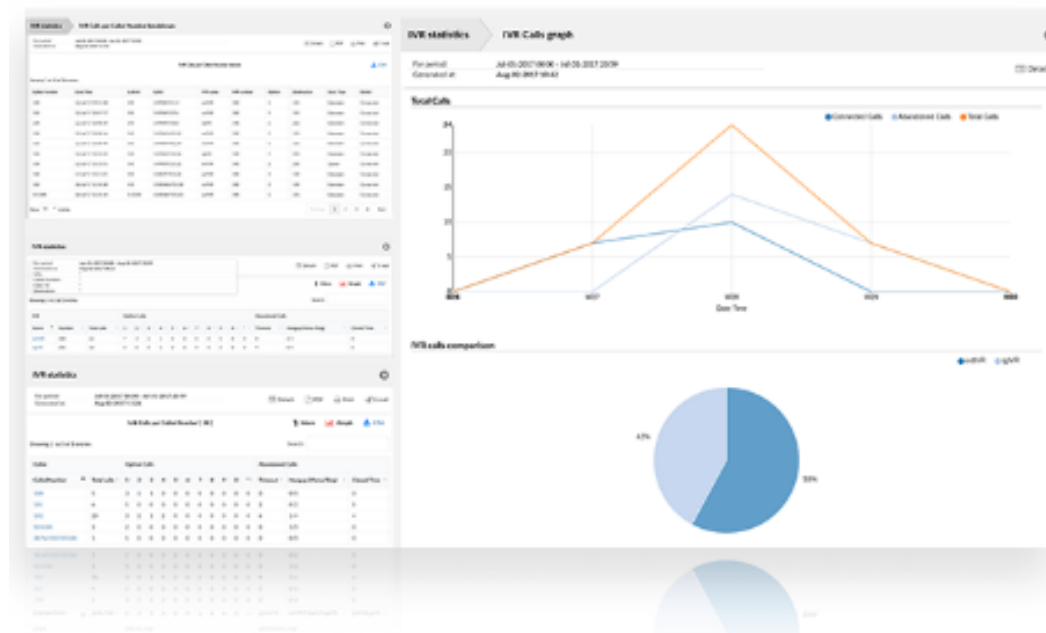
Call Centre QoS

Improve Service Quality

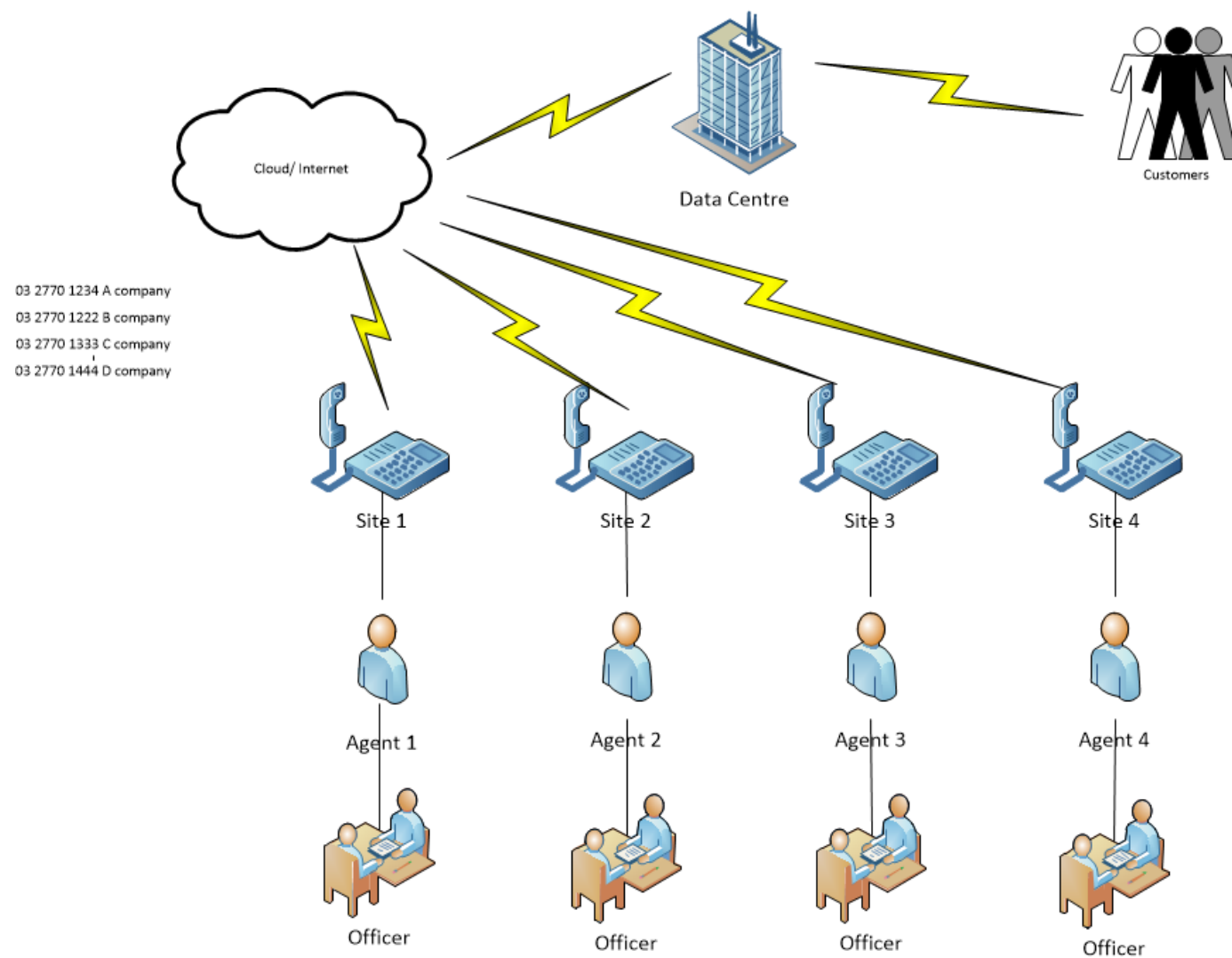
With the Cloud Call Center edition, you can track call activities in real-time and generate relevant reports that will improve your business productivity. You can generate different types of reports, such as Daily, Monthly and Extension Reports. Each report can additionally be filtered by Datetime Range, Caller, Trunk, Duration and more.



IVR statistics report gives you a detailed overview of how your customers are navigating an IVR menu. Currently, you can access three types of report: IVR Calls per Option, IVR Calls, and IVR Calls per Called Number. Each report can be filtered by Date Range, IVR, Called Number, Caller ID, and Destination.



Setup flow



Ability to Integrate with various CRM

Make calls directly through your CRM

Incorporate all the features and capabilities of the Call center telephony system inside your CRM or Browser. Call Center Business integrates with the most popular business apps, such as Salesforce, SugarCRM, MS Dynamics, Zoho, Zendesk, Bullhorn, Vtiger, Pipedrive and many more.



How we help you to save cost?

- Lower Telecommunications Costs
- Higher Productivity
- Reduced Maintenance Costs
- Flexible Hardware Platforms



Contact Us

Contact us today

Cfoni Technologies Sdn Bhd

Address: Penthouse (Level 27) Centrepont South,
The Boulevard Mid Valley City Lingkaran Syed Putra
59200 Kuala Lumpur

Phone: +603-2770 2510

Fax: +603-2770 2511

Email: sales@cfoni.com