

Integrated telephony management solution



Main features

- Intelligent routing
- Call classification
- Business Intelligence
- Operation and support

Application

- Cloud contact center solutions
- Corporate cloud telephony

Overview

Manager One Cloud is a solution developed to add functionality to your telephony application without the need for extra integrations. The platform retains communication with all its operators and can perform the most complex types of routing between its platform and the final destination providing monitoring and analysis of operations performance.

The solution was developed for environments where the centralization of all telephony and the classification of intelligent calls are essential and solves the main problems of active and receptive operations, being compatible with any SIP solution on the market. If your application is already in the cloud, just pair your cloud network with the solution's network and you will be able to take advantage of Manager One Cloud's features. If your solution is not in the cloud, Manager One Cloud can provide complete security for communication and use of its features.

In addition to the features available in the solution, all provisioning, configuration and monitoring are performed by our team. If you need to resize your operation, change a route balance, add a new operator, just call Khomp.

Main features

Intelligent call routing with high capacity for handling calls per second (CAPS), powerful integrations with database and APIs, high level of control and platform availability.

The flexibility of the Manager One Cloud routing allows balancing outgoing calls to different operator SIP trunks, or even to different IVRs in case of incoming calls. It is also possible to carry out consultations natively on external services, enabling integration with blocked number systems or attempts to contact the customer, in addition to applying operating hours rules for calls from a given region. In this way, all operations have centralized and guaranteed all the rules to meet the operating rules according to current legislation.

Manager One Cloud provides a statistical analysis of performance and costs in real time of calls module. The Insight! It can be compared to a Business Intelligence system, but focused on telephony operation. Through various indicators collected in real time, and combined with the various elements of the system, from the campaigns of the operation, to geographic regions to and from where the calls end, allows an accurate diagnosis and planning, and through alarms triggered by customized triggers, operating conditions or performance can be monitored.

Call classification is also available in Manager One Cloud and it categorizes productive and unproductive calls in real time and can be configured to discard unproductive calls before they are transferred to agents.

In its third generation, the call classification uses artificial intelligence techniques, which, added to Khomp's 15-year expertise, make its performance a benchmark in the market. Whether due to the reduced number of unproductive calls made by agents, the very low rate of false positives, or the quick identification and immediate action avoiding charges for unwanted calls, the performance is unbeatable.

In addition to being able to act by discarding unproductive calls, it also informs the dialing platform of the classification and whether there was contact with the end customer or not, providing important information for the dialer to act with the most complex rules of renunciation and operation planning.

Khomp periodically provides an updated knowledge base, with the latest audio standards found in the national and international market, making the classification always with a high rate of accuracy and productivity. For special cases, the client can request an analysis of their scenario and the Khomp's team will conduct special training on the classifier's AI to suit the environment in question.

Manager One Cloud is able to provide the necessary security for a cloud telephony platform. Both for the protection related to the connections with the operators, being these in an open or private network, and in the protection of the access of remote agents.

In addition to taking care of resolving any type of network crossing rules, the solution takes over the implementation and handles all the secure websockets technology and network crossing rules resolutions to contact remote agents allowing the dialing platform to be able to take advantage of this approach without requiring extra integrations.

For a scenario of multiple operators operating with different media codecs, in addition to ensuring a maximum call limit, Manager One Cloud is prepared to perform the necessary transcoding to make interested parties compatible, avoiding extra processing on the dialing platform.

Application model

