EasyCall Cloud was conceived in order to offer maximum quality for every sort of requirement, from small facilities to large businesses, providing a complete CRM service that is the result of extensive experience accumulated in this field.

The software, VoIP traffic, geographic numbers, and telephone lines can be adjusted in a scalable and dynamic way for individual call and contact centers.

## Company

*Easy4Cloud* originated and grew from the merging of research and technology development with the strength of the *cloud*.

Supported by professionals in fields ranging from engineering to marketing, technical assistance and customer care, we provide a complete answer for the demands of various business environments. A company that accompanies businesses, professionals, and end consumers, with versatile solutions that can be personalized, shortening the distances between people and making communication easier.

An innovative approach rooted in experience developed over time and the continuous requests from clients. A way to grow together, which changes objectives in order to stay in line at all times with the needs of the markets and the requirements of our various interlocutors.

Offices: *Aversa*, *Milano*, *Barcelona*, *London*.

## Transparency for your choices

### Quality of service
Our services are controlled by mailings of automatic type, but constantly monitored by our assistance.

### Application security
Our security system prevents any Customer to access the data of another user.

### Security of data
Communications and information of our users are encrypted and protected by SSL technology.

### Database security
Our databases are protected by separate entrances and limited.

### Access security
Our servers are located in protected environments and sterile degree of temperature and humidity controlled. The access is limited to a small number of employees. Protection from outside Our network is protected by a firewall with intrusion detection systems.

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Our network is protected by a firewall with intrusion detection systems.

### User Authentication
Each user must authenticate to access the reserved area with login and password.

### Protection of customer data
Our clients are owners of their data that are not used for other purposes only after authorization by the User.

### Saving
The data passing through our servers are saved and stored before being sent to these centers.

## Dedicated panels for every user

Each figure of the call center has his own access to the application with a personal username and password. He can access to different sections defined by his role.

**Assistance in 2 rings**

**Online account management**

**Favorable rates VoIP**

**EasyCall** quality call center solution

**VoIP lines ready for use**

**Speeds clear**

**Scalability and flexibility**

The **admin**, the highest single figure in a call center and contact center hierarchu, has access to the complete management and supervision of the application. He can configure his call and contact center, visualize different reports and has access to the settings of the call center, including the section to make purchases and top ups.

The **agent** has access to a simple and intuitive panel guiding him in every phase, with the support of selling and vocal order scripts for each single operation to be finalized in the best possible way.

At admin's discretion, he can send commercial infos via sms,fax and email post call, pre call or during the call.

An operator workspace has an integrated phone bar to manage manual calls in preview dialer mode, or automatic calls in progressive or predictive dialer mode.

The **project manager**, fundamental figure for a teleselling call and contact center (BAH), has access to means to manage multiple campaigns, has control over the teams on different locations and his results are provided in a discreet way so other project managers can't see his data.

The **supervisor** or team leader has his own panel designed to monitor his operators in his team, working on the same campaign. He watches the work of the operators and can use the active and passive listening functionality to check and intervene in case of inefficience of his team or to support and assist during the formation phase.

The **backoffice** is an area that can be accessed by specific figures or operators already employed in a call center, it's designed to manage everything regarding post selling, included recall for any verification or modifications to be applied to existing contracts.

**EasyCall**
quality call center solution
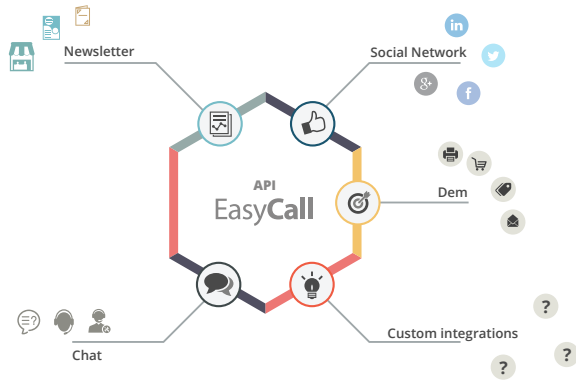
## The efficient answer to modern call centers specializing in telesales

## Simple and Safe Imports

The Administrator and the Project Manager can import and export the complete database list, filter it, and assign parts to the agents.

A list can be created from scratch with the insertion of data chosen on the basis of keyword searches (ex: supplier, PDR, POD, etc.) or through a simplified or generalized import mode.
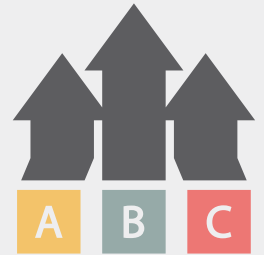
## Support for agents

During conversations with a client or in the post-negotiation stage, the agents' work can get support by **sending an EMAIL** with the material taken from the application (ex. PDA, ...) as preset by the Administrator.

The email is sent automatically without the intervention of the agent.

## The freedom to manage a telephone campaign in all its details

For each **new easily-designed campaign**, it is possible to set the duration, the closure (including precautionary), and the help script for the Agent.

The same section also has settings for questions, surveys, products, and the archiving outcomes, all with additional options that increase the level of personalization and optimization of the call center's work.

## Not just sales; post-sales too

The **BackOffice** section allows for the management of all the details related to post-sales from the moment in which the archiving is performed. It guarantees improvements through a double-check and re-insertion of data and of the recordings, where present, made during the negotiation stage, and the possibility of re-contacting the clients or sending the contact back to the agent in the event of an error.

## Constant monitoring of the call center's performance

Our **Reporting system**, continuously updated, allows us to always have a general report on the performance of the call center, and can be accessed by the Administrator, the Project Manager (for each specific project), and the Supervisor of a specific team. A watchful eye over the efficiency of the agents, on the development of the campaigns, on the outcomes, and on the appointments made for the agents.

## Simplicity and efficiency for the agents

The EasyCall experience, which has evolved over the years for its own call centers and for those of its clients, makes the agents' job simple and instantaneous. The operating panel shows only those few clear functions that define the proper handling of negotiations, of outcomes, and of call-backs. The panel is the key to maximizing time and simplifying the task at hand.

## The Cloud call center

The Call Center Settings section simplifies the Administrator's job and organizes the economic management of the application and the options for telephone service and configuration in an easy and rapid manner. VoIP reloadable credit, expandable positions, purchase of packages for sending texts, faxes, and voice recordings ... all in a single area. A few clicks to set up your call center, and even fewer to manage it.

## Maximizing the agents' work: Preview, Progressive e Predictive Dialer

The optimization of the Agents' work is structured and differentiated by three types of dialers that allow the correct handling of the flow of calls based on the type of activity of the call or contact center.

PREVIEW          PROGRESSIVE          POWER          PREDICTIVE

The **Preview Dialer** is a system for the manual handling of calls that allows operators to mange the flow of calls and the amount of time between the first call and the next one autonomously.

The **Progressive Dialer** (1 call) and the Power Dialer (up to 5 calls) makes calls start automatically once the operator accesses his or her dashboard.

The **Predictive Dialer**, which can be used with a dedicated web-based machine, reduces the waiting time between calls drastically and increases the performance of call centers by connecting calls to operators' headsets automatically, without any need for interaction with the dashboard.

## Support and training

The usage of our system grants a deep formation on every aspect of the present areas, for the administrator, the operator or the team leader of the call or contact center.

Dedicated email **customers@easycallcloud.com** support customers in technical assistance operations from **lunedì** to **venerdì** from **9.00** and from **18.00**.

Dedicated number **+44 2036952179** it is available to customers for business information and technical assistance. Is active from **lunedì** to **venerdì** from **9.00** and from **18.00**.

The e-mail **sales@easycallcloud.com** it is available to customers for business information from **lunedì** to **venerdì** from **9.00** and from **18.00**.

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