



Contact Center Software

TECHNICAL
SPECIFICATIONS

HODU CALL CENTER TECHNICAL SPECIFICATIONS

HODUCC KEY FEATURES

- ✓ Multi-Tenant Support
- ✓ Multi-lingual Support
- ✓ Multiple Dashboards
- ✓ Google Single Sign ON
- ✓ Inbuilt Basic CRM
- ✓ Inbuilt Basic Ticketing
- ✓ Skill Based Mapping
- ✓ Multi-Level IVR
- ✓ Trunk/Gateway Management
- ✓ DID Management
- ✓ Campaign Management
- ✓ Configurable Scripts for Agents
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Agent Callback Management
- ✓ Easy to Configure Call Routing
- ✓ Voicemail
- ✓ Music on Hold (MOH)
- ✓ Sticky Agent
- ✓ Barge-in / Coach / Monitor
- ✓ Automatic Missed call /
- ✓ Abandoned Call Dialing
- ✓ DNC Control
- ✓ CID Routing
- ✓ Blacklist number
- ✓ Answering Machine Detection
- ✓ Week off and Holiday Mode
- ✓ Multi-level Dispositions for Call and Ticket
- ✓ Random ANI Group
- ✓ Prefix Time Zone dialling
- ✓ TTS(Text to Speech) 3rd party
- ✓ Cepstral Integration
- ✓ Outbound Job Scheduler

- ✓ Job Query Filter
- ✓ Queue Call Back
- ✓ Access Restrictions
- ✓ Response Message Scripts
- ✓ Templates for SMS, WhatsApp and Email
- ✓ URL Config (iFrame support)
- ✓ System Codes (For use of External SoftPhone/IPPhone)
- ✓ Remote Agent (PSTN/VOIP)
- ✓ Highly customizable Widget (For Webchat, Audio and Video calls)
- ✓ Call Recording Encryption
- ✓ Agent, Queue, Job, Call SLA
- ✓ Zoho PhoneBridge Integration
- ✓ API for Third-party Integrations

- ✓ Agents-With-Least-Talk Time
- ✓ Longest-Idle-Agent
- ✓ Ring-All
- ✓ Round Robin
- ✓ Top-down Approach

CALL TRANSFER

- ✓ Agent
- ✓ Queue
- ✓ Supervisor
- ✓ External number
- ✓ CampaignAgent/Supervisor& othernumber
- ✓ External Group
- ✓ IVR
- ✓ IVR Survey
- ✓

WEBRTC PHONE

- ✓ Call on Mute
- ✓ Call on Hold
- ✓ DTMF to dial call manually

ADVANCED DIALERS

- ✓ Predictive
- ✓ Auto
- ✓ Progressive
- ✓ Promotional
- ✓ Manual
- ✓ Preview
- ✓ SMS

CALL CONFERENCE WITH

- ✓ Supervisor
- ✓ External Number
- ✓ Agent
- ✓ Queue
- ✓ Agent External
- ✓ External group

INTERNAL TICKETING SYSTEM

- ✓ Ticket Creation (Manual/Auto)
- ✓ Ticket Status Management
- ✓ Ticket Category Management
- ✓ Internal Comments
- ✓ Transfer Ticket
- ✓ Customer Mapping

AUTOMATIC CALL DISTRIBUTION

- ✓ Agents-With-Fewest-Calls

CHAT

- ✓ Internal Chat(Agent/Supervisor)
 - ✓ Live chat(Customer)
-

SMS

- ✓ Inbound
 - ✓ Outbound
-

SOCIAL MEDIA

- ✓ Facebook
 - ✓ Twitter
 - ✓ Instagram
 - ✓ Whatsapp (3rd party Integration through message birds)
 - ✓ Telegram (Deliver and deployed upon order confirmation)
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E-MAIL

- ✓ Inbound
 - ✓ Outbound
-

REAL-TIME ANALYTICS AND REPORTS

- ✓ Live Call Monitoring
- ✓ Agent performance
- ✓ Real-Time Queue & Agent Status
- ✓ Real-Time Call Status
- ✓ Real-Time Campaign Monitor
- ✓ Call quality analysis
- ✓ Queue wise Dashboard
- ✓ Campaign Dashboard
- ✓ Omni-Channel Dashboard
- ✓ Agent QA details
- ✓ Customer Survey
- ✓ Call Disposition Details

- ✓ 100% Voice Logging/Recording
 - ✓ Recording Playback & Download OptionsSystem
 - ✓ Reports
 - ✓ CDR
 - ✓ Supervisor Reports
 - ✓ Agent Reports
 - ✓ Campaign Reports
 - ✓ SMS Dialer Reports (Broadcasting)
 - ✓ Multimedia Reports
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ADD ON

- ✓ IVR Survey & Manual Survey
 - ✓ SMS Broadcasting
 - ✓ QA Module
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SOFTWARE SPECIFICATION

- ✓ Product: DivaTELCC
- ✓ Model : Single Tenant (ST) /
- ✓ Multi-Tenant (MT)
- ✓ Channel: Omni Channel
- ✓ Version: 3.5.X
- ✓ Operating System: CentOS 7 - 64 bit
- ✓ Web Server: Apache
- ✓ Database Server: MariaDB
- ✓ Call Engine: Freswitch
- ✓ Signaling Protocol: SIP (RFC3261)
- ✓ Audio Codecs : G.711 A-law/U-law, G.722, OPUS
- ✓ Video Codecs: VP8
- ✓ DTMF Method : RFC2833, and SIP INFO
- ✓ Encryption : TLS, HTTPS, WSS
- ✓ Fraud Prevention: Fail2ban, Whitelist, Blacklist, Password Policy, IP based Access
- ✓ SIP Endpoints: Unlimited
- ✓ Agent/Supervisor: Based on License
- ✓ Concurrent Calls: Based on License

HARDWARE SPECIFICATION

- ✓ PC/Laptop minimum processor core-i3 with MSWindows and Chrome or Mozilla Browser Tablet 10"
- ✓ with Android
- ✓ Headset



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