

V-Cube Call Center Solution

complete
information,
total
control

Imagine a more productive, more efficient Call Center

Pursuing greater efficiency and productivity are the key challenges for call centers. A solution that helps you achieve this will also positively impact on your customer experience, and radically improve your call center's effectiveness.

Vistula's V-Cube Call Center Product is a complete solution for today's call centers, handling all aspects of both inbound and outbound traffic. It allows you to easily manage and monitor virtually everything about your processes, ensuring you achieve the greatest efficiencies and quality of service. And it's straightforward to integrate with your existing systems or databases as well as to scale up as you grow.

Because hardware failures always happen at the worst possible moment, we've engineered V-Cube to the highest standards using some of the same technology that NASA uses.

Features that deliver real value

V-Cube does everything you would expect from a call center solution. Features like ACD, IVR and predictive dialing are all standard. Plus, we can extend its capabilities quickly and easily. Its unique software based architecture means V-Cube can be upgraded online with features such as video conferencing, scheduled conferences or interactive training. And since it is TCP-IP based, it is easy to link voice calls with knowledge base applications, or work flow software to give your agents more timely information and support while handling a call.

Be mindful, be informed

You want the best information you can get, in order to maintain quality standards and constantly improve performance levels. V-Cube comes with easy to use recording, monitoring and management tools as standard, keeping you well informed at all times. Reporting functions work in real-time with up to the minute statistics or historical data.

Sets you free

Old-world hardware-based switching solutions can tie a company down with the high cost of upgrading. V-Cube sets you free from those constraints. As a software solution with unique building block architecture, it's easy to integrate, upgrade or extend its capabilities. You can be up and running quickly and be confident that you won't become trapped with an outmoded system a few years later.

No dropped calls

No call center wants to lose a call - ever. That's why V-Cube can be configured for the highest levels of redundancy and fault tolerance. Using a cluster of IPCC servers, even a complete hardware failure in one server will not disrupt your business. The servers automatically detect the fault and redistribute the load without dropping any ongoing calls. So you stay in business.



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Simplicity and elegance. While technological elegance may not seem like the most important aspect of a call center solution, it can make a huge difference as your call center grows, expands or transforms. V-Cube's design is simple and elegant. And because of this simplicity it's so scalable it can easily serve over 100,000 agents, or operate across multiple sites.

Regulatory compliance made easy

V-Cube lets you operate effortlessly within Government regulations. It's easy to configure the maximum number or rings, set drop ratios and manage other key measures that are important to regulatory compliance. V-Cube lets you relax in the knowledge that your business operation is fully compliant with local regulations.

And a price you'll like

At Vistula we aim for long-term relationships with our clients. That's why we tailor commercial packages to lower your up-front capital costs and make it easy for you to work with us. You'll be surprised how affordable a V-Cube solution is for your business and how much value you'll get from using it.

