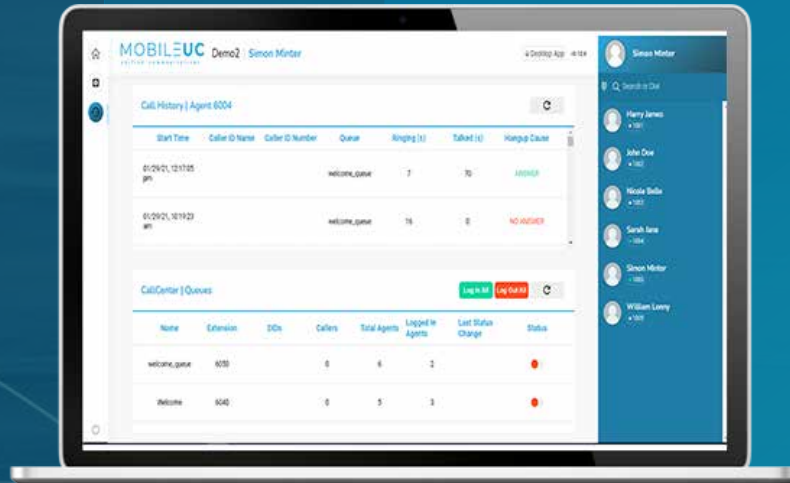
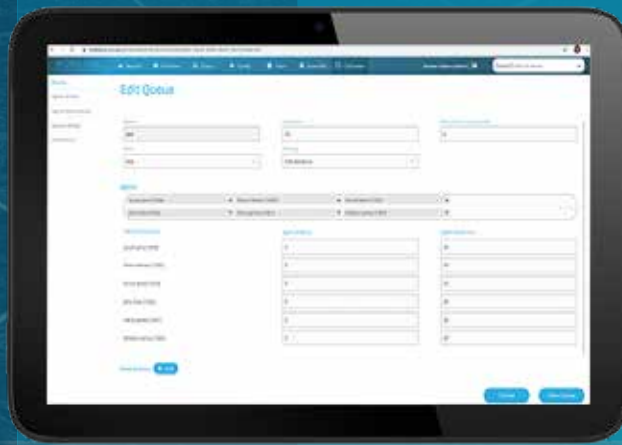


MobiCONTACT

Your Inbound Contact solutions partner powered by Unified Communications.



USER PORTAL



ADMIN PORTAL

Call Queues

- Web Portal Queues Configuration
- Queue Routing, Agent Settings, Caller Settings, Recording

Agent Desktop View

- Web And Desktop Apps That Allow Agent To Manage Queue That They Belong To
- Accept Incoming Calls From Queues, Transfer Or Bridge Other Agents
- Login Or Logout From One Or All Queues
- Queue Configuration And Real Time Status Views

Queue Reports

- Agent / Queue History Report
- Agent Event Report

Queue Dashboard

- Real Time Queue Dashboard
- Historical View Of Queue
- SMS

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unified communications

Shop3a Long Point Office Park, Fourways
Corner Witkoppen and Monte Casino blvd

010 005 3362
082 520 6161

support@imgroup.co.za