



Compatible with all telephone systems



A New Communication Approach

The SIT product is a new call handling solution for incoming and outgoing calls that allows you to handle calls three times faster, have maximum chances to reach people, eliminate numerous research documents, configure appropriate actions related to specific incoming calls, get access to all kinds of statistics, keep call comments on file, link different groups together **and much more!**



Report management gives access to statistics by: busy line rate, departments, call handling types, call transfer destination, groups, sub-groups, supervisors. In addition, it contains information such as: time to answer, time on hold, total handling time, incoming call number, number dialed by the caller, transfer to number and much more vital information.

Centralize your various groups and view from New-York in real-time who is on the phone in Paris or Boston.

OPTIONS

Possible configuration of the display screen and of many fields that can improve the relevance of the analysis reports.

Access to various Internet lists and to many other types of information with the cut and paste function or with macrotransfer function, whether from or not our documentary management.



Meeting management is an option that allows you to prepare meetings in advance

Call management allows many advanced features such as: hang-up notification, automatic transfer and report generation, and rules definition.

