



CALL CENTRE SOLUTIONS

TelTel is a fixed communications operator specialising in elaboration of call centres and individual telecommunication services. Our goal is to provide reliable telephony services with high connection rate as well as operative technical support. We have 8 years' experience in telecommunication sector and more than 1,500 customers around the globe.



8 years

IN TELECOMMUNICATIONS SECTOR



1500

HAPPY CUSTOMERS



CUSTOMERS FROM

15

COUNTRIES

Europe
20%

Latvia
62%

Russia
10%

Other countries
8%



CALL SOLUTIONS

-  **Auto Dialer** function ensures automatic calls to customers and playback of record in lieu of your employees thus reducing costs for your company.
-  **Standard IP switchboard** – call queues, call transfer, phone call recording etc.
-  **Power, predictive dialer** and **click2call** allow operators to call customers automatically and spend twice as less time, because the system calls automatically and connects with the operator only when a customer has picked up the phone.
-  **Handy interface** with call recording, reports, graphs, settings.
-  **Call flow editor** helps everyone to create rules for transferring of incoming calls.
-  **Dashboard** displays current information about activities on the call centre in TV or monitor; can be used also as a tool to motivate operators.
-  **Spy function** allows hearing phone conversations in real-time, controlling and training the new operators.
-  **API** integration with your CRM and other systems of the company.
-  Android, iPhone and computer **app**.
-  Audio notifications, 24/7 control, IVR menu, customer identification by number.
-  E-mail, SMS, WhatsApp and HTTP **messages**.
-  **8,000 numbers**, mobile, fixed and foreign numbers.

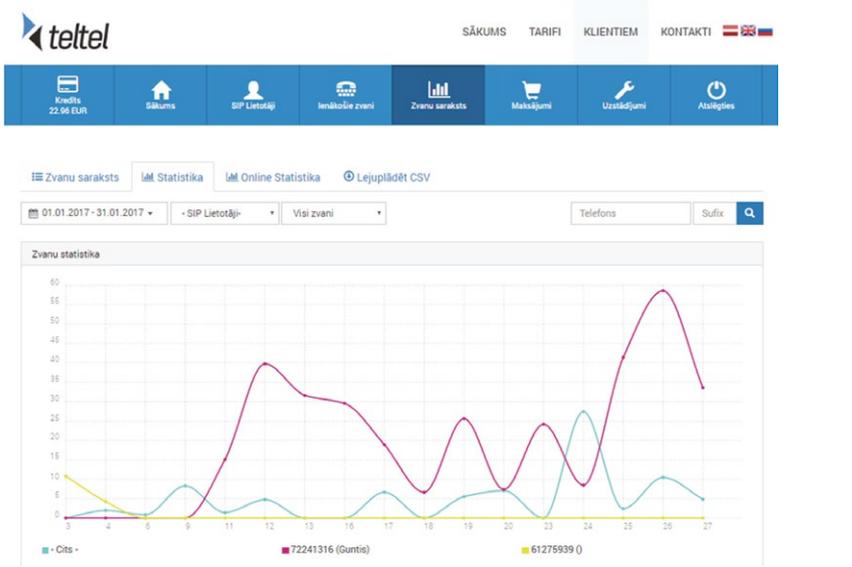
CALLING RATES

COUNTRY	FIX. EUR	MOB. EUR
Latvia	0.017	0.019
USA	0.025	0.025
Australia	0.031	0.047
Estonia	0.028	0.049
Russia	0.027	0.058
China	0.033	0.043
Great Britain	0.024	0.032
Lithuania	0.031	0.045
Finland	0.052	0.061
Spain	0.026	0.043
Hungary	0.024	0.062

* Rates are provided for information purposes only. See the list of current rates for all countries here: www.telcel.lv/rates

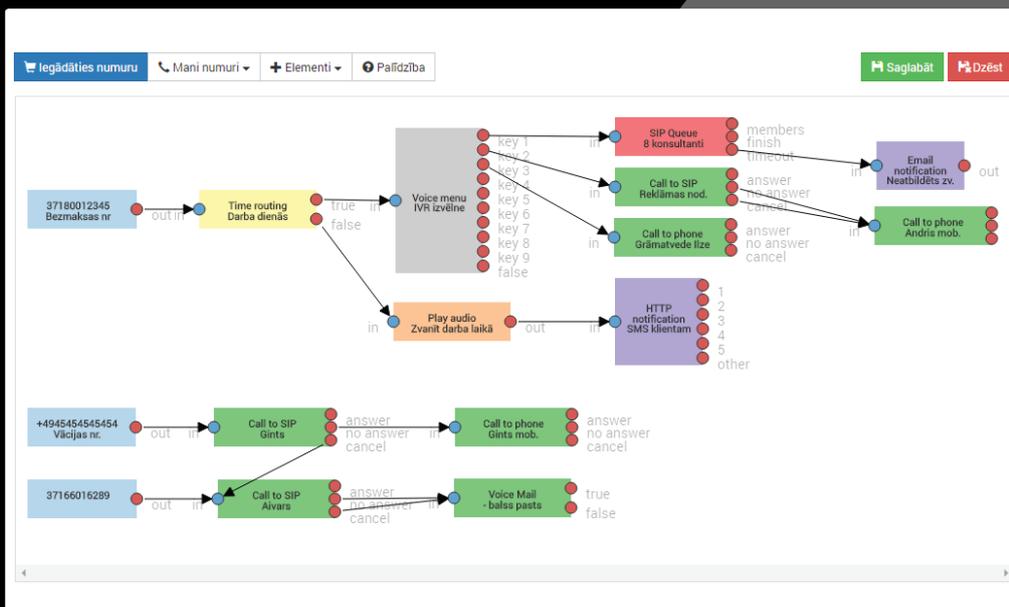
MAIN ADVANTAGES WHY CHOOSE TELCEL

- Virtual switchboard is multifunctional therefore makes it possible to precisely adjust to your business processes.
- As a user or virtual switchboard you will be able to make necessary changes (modify call flow, add users, redirect calls etc.).
- Virtual switchboard is located in our data centre therefore you will not have to install special equipment.



WEB INTERFACE OF THE VIRTUAL SWITCHBOARD

CALL FLOW EDITOR



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Swedbank



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