



### Call Centre VoIP PBX

shift\*eight™ is a software-based VoIP telephone system capable of processing and managing high call volumes while safeguarding call quality. Because it is based on Asterisk® open source software, you can get the features of a powerful PBX without all the license fees associated with traditional systems.

shift\*eight™ systems can be used for call centres of any size; from as small as a handful of agents to over a thousand.

As it can be fully integrated with CRM software, call centre managers are assured of an all-round business tool by installing a shift\*eight™ system.

### Improve your customer service

- Call queues
- Music on hold / announcements
- Agent productivity management
- Dynamic dial plans
- Interactive Voice Response
- Quality control using voice recordings

### Improve your call centre management

- Drastically reduced CAPEX
- Savings of up to 45% on call costs
- Call quality monitoring
- Self-managed and configurable
- Full PBX support
- Call reporting and queue management
- Integration with CRM software
- Power/Predictive dialler
- Call cost management
- Call recording and retrieval
- Custom PBX feature development
- Custom Wallboard development

### Save on

- Call Costs
- Overheads
- Maintenance Costs

### Improve efficiency

- Stay connected
- CRM integration
- Custom IVRs
- Dynamic dial plans

### Increase agent performance

- Call recordings
- Queue management
- Queue reporting

### Safeguard call quality

- Monitor and report on call quality

**A smart business tool,  
enabling your  
call centre to be  
more efficient!**

### Drastically reduced CAPEX

As shift\*eight™ telephone systems use standard PC hardware and open source software, the initial capital layout is significantly lower than products from proprietary PBX vendors. shift\*eight™ telephone systems are typically integrated into existing local area networks.

### Save up to 45% on call costs

You have the ability to save on your call costs every month. Savings vary depending on your LCR.

### Call quality monitoring

With this tool you can monitor the quality of your calls and identify the source of call degradation if it occurs. This allows for swift resolution and further savings in support costs.

### Full PBX support

Full support is available with all shift\*eight™ telephone systems. A team of trained Asterisk® engineers are available to assist with any requests. shift\*eight™ telephone systems are also monitored remotely, enabling early identification and resolution of potential issues.

### PBX Management

A GUI interface gives you the tools to perform basic PBX tasks without the need for third party support. You can create extensions, load on-hold music, create queues and setup voicemail boxes, to name but a few.

### CRM integration

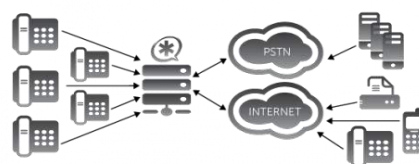
Integrate your CRM with your shift\*eight™ telephone system and gain a customer- focused business tool.

### Predictive/Power Dialer

Automatically place calls to ensure your agents are kept active at all times. Leads are sourced from a database and calls are placed automatically.

### Telephone cost management

Get call cost reports on all calls made and received through the shift\*eight™ telephone system. Using cost matrices, identify any problem areas in your telephone account immediately.



### Call reporting and queue management

Measure your inbound or outbound campaigns with call data reports and monitor the call centre at any time with real-time reports.

With over 150 metrics for call traffic, lost calls, agent answer behaviour and agent sessions, you can promote improved efficiency and productivity in your call centre.

### Call recording and retrieval

Keep track of all incoming and outgoing calls with the call recording feature. Calls are saved to a database so you have easy access to listen to them whenever it is necessary.

### Custom PBX development

Powered by Asterisk®, shift\*eight™ telephone systems are flexible by nature. Additional functionality and feature support is available through the development team.

### Paging and intercom

Broadcast public announcements or page individuals through VoIP speaker phones connected to a shift\*eight™ telephone system.

*A smart business tool  
enabling your business  
to be more efficient*

**Contact us**

**Call** 021 689 5330

**Email** [shifteight@clarotech.co.za](mailto:shifteight@clarotech.co.za)

**Visit** [www.clarotech.co.za](http://www.clarotech.co.za)

## Premium PBX features without license fees

<ul style="list-style-type: none"> <li>■ Voicemail</li> <li>■ Conference calling</li> <li>■ Call queues</li> <li>■ Music on hold</li> <li>■ IVR</li> <li>■ Faxing</li> <li>■ Follow me</li> <li>■ Ring groups</li> <li>■ Speed dials</li> <li>■ Call line identity</li> </ul>	<p>Get a voicemail box per extension</p> <p>Have more than one party participating in a call</p> <p>Route incoming calls to specified queues</p> <p>Play audio (music, announcements, etc.) when callers are placed on hold</p> <p>An automated voice system that allows callers to navigate the telephone system</p> <p>Send and receive faxes using software installed in the telephone system</p> <p>Forward calls for pickup at another extension</p> <p>Group users to receive calls — calls ring at all extensions in the group</p> <p>Program short numbers to trigger a call to normal length numbers</p> <p>Display a caller's number to the called party</p>
---	--

## Extensive range of IP phones

shift\*eight™ telephone systems are complemented by a range of IP hard and soft phones.

We support snom®, Polycom®, Yealink®, Patton®, Digium®, Kirk® and more.

Alternatively, soft phones can be installed. A soft phone is essentially a phone application that run on a PC with a connected head set. Soft phones can be used in any environment, but are particularly well-suited to call centres.



Digium® entry-level



snom® entry-level



snom® executive



Kirk® mobile



Zoiper softphone \*Free



Bria softphone

*A smart business tool  
enabling your  
call centre to be  
more efficient!*

**Contact us**

**Call** 021 689 5330

**Email** [shifteight@clarotech.co.za](mailto:shifteight@clarotech.co.za)

**Visit** [www.clarotech.co.za](http://www.clarotech.co.za)