



## **Epygi EAC and Call Center Examples**

### **Sullivan Tire (US franchise)**

Sullivan tire has over 80 stores in the northeast US using Epygi Q QX PBX devices. They use Epygi ACD and EAC on a QX3000 PBX with 25 agents in 9 queues with incoming 800 numbers for nationwide customer support and local numbers for servicing their franchise offices. Call recording for all call center inbound calls and wallboard for display of call center statistics. An overflow queue is used to redirect callers in the main queues if they wait more than 20 seconds. Sullivan uses SIP and PRI and has all stores interconnected via unified dial plan with QX and Quadro devices. These installations are done thru our partner ADI Telecom.

### **Es Salud Hospitals (Lima, Peru)**

Es Salud has 2 hospitals with QX3000 units with redundancy and over 400 extensions per hospital. They have been using the system for the last 5 years and use IVR and receptionist handling of incoming calls.

Last year they installed a call center on one hospital using Epygi EAC SW with 82 agents working with local PBX extensions and some mobile numbers. They have 18 different queues on the system distributing calls using all agent ringing profile. Agents login using phone keypad or special call center login auto attendant. One EAC is issued for overall statistics and wallboard. Queue calls are distributed via IVR.

Second hospital is the same setup as the first one except they have 4 agents and 20 queues. In this hospital they also have skills based call routing. This installation is done thru our partner Zakini.

### **City Electric (Us franchise)**

City Electric has over 160 locations with Epygi QX and Quadro systems and runs a 40 agent call center to handle internal location needs. With 5 queues they use the QX IVR to distribute incoming calls from a nationwide 1 800 number. An overflow queue insures delayed callers are redirected to personnel that can respond quickly. Their agents are located all over and connect to PBX thru VPN network. They use Epygi ACD and EAC. Call recording for all call center inbound calls and wallboard for display of call center statistics.

### **VDC Telecom (operator in Guinea)**

Uses Quadro M8L system with ACD and 20 agent positions for an Ebola virus response center. System has been in use for several years. Incoming IVR is used for call distribution. Call recording for call center calls.

### **TogoCel (local Carrier in Togo)**

Quadro M32 based call center with 20 positions using ACD call distribution for customer support of their subscribers. In process of installing QX3000 based custom designed voice mail system for same platform. ACF2I is our partner on these installations.

### **Orange and Telecel (operators in Central Africa Republic)**

Two separate call centers with 50 positions and 40 positions for customer support using call recording. Uses ACD for call distribution. The agents login/logout via phone keypad and incoming calls are distributed via IVR. Systems has 200 extensions and uses Sip and E1 trunks.

### **Miami State Attorney Office (government prosecutor office for State of Florida)**

This is a state government installation of QX3000 system in Miami Florida for the State Attorney Office. system has been in use for several years with over 800 extensions in redundant mode. A new call center is provisioned to handle over 60 agents with EAC, ACD and wallboard displays. Custom agent reports were developed for the customer. IVR for inbound call distribution and high volume of calls.