FORTE·IT

since 1998

Video Contact Center Call-o-Call®

**Fully Featured Contact Center Solution
from an Industry Leader**

Multi-purpose Call-center solution for processing the full variety of inbound and outbound calls (audio, video, Web requests, e-mail, SMS, fax) designed for deployment on both conventional telephony and VoIP technology platforms.

The video streaming capabilities of the Call-o-Call® solution open the door for new communication service offerings. Call-o-Call's web service integration allows for a reduction of customer call waiting time and a better operator-to-customer ratio. The newly added video processing and speech recognition functionalities help improve the operating company's image and customer loyalty.

Our long-term partnership with Dialogic makes Call-o-Call® a truly powerful and sophisticated video contact center solution. The Call-o-Call® system has everything you need for easy and effective implementation of a distributed voice and video call center.

**Dialogic®
Application Partner**

Platinum

Advantages

- Advanced server scaling.
- Hardware hot backup system.
- Solid and reliable.
- Best quality/cost ratio.
- Cross-platform implementation.
- Video IVR support.
- Speech recognition and synthesis.
- Power efficient.

Applications

- Customer support video Q&A.
- Banking and insurance contact center.
- Communication service provider's video call centers.
- Entertainment video services.
- Remote education institutions.
- TV broadcast video portals.
- Remote medical services.

Key Features

- Native SS7, ISDN, SIP, 3G-324M signaling protocols.
- H.263 and MPEG4 audio/video communication support.
- HMP, TTS, ASR technology base.
- VoiceXML and CCXML compliant.
- Powerful internal scripting language.
- User-friendly IVR & IVVR script editor.