

# CooCenter-S10+

CooCenter-S10+ is an all-in-one solution which includes a full-featured IP PBX, Call Center, CRM and Telemarketing systems. It is an ideal choice for small and micro enterprises wishing to improve internal communications, customer care, while also improving the efficiency of company telemarketing.

The CooCenter-S10+ includes IP PBX features, such as voicemail, video calls, paging and intercom, IVR, call recording. Call center features including call pop-up, ACD, call queues and CRM are all available and ready to use without any license fees.

### Advantages and Benefits

#### **Cost-saving**

For the price of a single CooCenter-S10+ unit, customers benefits from a fully-featured IP PBX system for daily business phone calls, plus an innovative call center system solution with built-in CRM functionality for telemarketing and customer care. This combined approach significantly reduces the cost that a small business would incur if they had to procure these solutions independently.

#### Easy to Install and Manage

CooCenter-S10+ is extremely easy to install and manage, no dedicated IT staff necessary. All features are ready to use out of the box, leading to a simple and trouble-free installation experience.

#### Security

A host of security related features help protect your business trade secrets. Recordings, call logs, local storage of customer data, VPN encrypted communications, PIN controlled outbound calling and different levels of system access control help ensure security of your telecommunications and business affairs.



#### Feature Highlights

#### WebRTC

By utilizing the latest WebRTC technology, from within Web extensions agents can easily answer phone calls without handsets support.

#### **Built-in CRM**

Built-in entry-level CRM system helps small businesses improve communication efficiency with customers.

#### **Call Popup**

Incoming call popup on agents' Web extensions, contact's information and history of calls are all available to preview. This allows the agents to be better prepared when serving customers.

#### IVR (Multi-layer IVRs)

Multi-layer IVRs can efficiently lead callers to IP PBX extensions and call center queue agents according to the callers requirements. High efficiency call processing improves enterprises' production and overall customers' satisfaction.

#### **Satisfaction Survey**

Customer satisfaction is key to any successful business. CooCenter-S10+'s satisfaction survey helps enterprises establish a better customer service feedback mechanism to help ensure that customers are receiving an excellent level of service.

## Specifications

	RAM	1GB DDR3			
Hardware	Storage	16GB SD Card			
	USB (External Storage)	USB2.0 (Max. 1TB mobile HDD with external power supply)			
	Ethernet	2x10/100Mbps			
	Power	Input: AC 100~240V; Output: DC 12V 1A			
	Call Center Agents	20 (WebRTC or SIP extensions)			
System Capacity	IP PBX Extensions	40			
	Simultaneous Calls	10			
Telephony Interfaces		4FXO			
		Call Popup	Call Queues	Callback Reminder	
		Remote Agents	SIP Agents	WebRTC Agents	
		ACD	Call Monitoring	Click-to-call	
Call Center Features		Auto Dial	Satisfaction Survey	Call Statistics	
		Built-in CRM	Questionnaire	Call Barging	
		Whisper Coaching	IVR	Voicemail	
		Caller ID	Video Calls	Paging & Intercom	
		Voicemail	DID	Voicemail to Email	
		IVR	PIN Set	Call Recording	
		3-way Calling	Conference Call	Phone Provisioning	
IP PBX Features		SIP Trunking	Blacklist	BLF	
		Feature Codes	Call Transfer	Call Parking	
		Call Forward	Call Hold	Call Waiting	
		Ring Groups	Call Pickup	MOH	
Network Features	Network Protocols	IPv4, IPv6			
	Network Mode	Static IP, DHCP, PPPoE			
	VPN (Server/Client)	L2TP, PPTP, OpenVPN			
	Transport Protocols	UDP, TCP, TLS			
	Others	DDNS, HTTPS, SSH			
Security		Firewall, IP Blacklist, Auto Defense			
Codecs & Signaling	Audio Codecs	G.711 (a, u), G.729, G.722, G.726, GSM, Speex			
	Video Codecs	H.264, H.263+, H.263, H.261			
	Signaling	SIP (RFC3261), IAX2	SIP (RFC3261), IAX2		
	DTMF Mode	RFC2833, SIPINFO, In-band			
Environment	Operating	0°C~40°C			
	Storage	-20°C~55°C			
	Humidity	5~95% no condensation			
Dimension	Unit	440x232x44mm			
	Dacking	500x310x95mm			
	Packing	200721072211111			

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