



Contact Center Deployment

Modern Contact Center Objectives

Comply with the requirements and expectations of customers: provide the best choice for customers to channel interaction, maximally take into account the context of each interaction and to ensure maximum availability of services to the customer.

Minimize operating costs: make good use of the agents staffed time, automate routine tasks, provide the necessary information to employees.

**We deploy professional solutions based on 3CX Phone System.
We develop strategies for your business. We build professional contact centers.**

The power of ideas

"**KOIR FLEX**" is the team of developers, engineers, technical consultants. We are a community of enthusiasts who are ready to provide services in various fields of information technology. The main areas of our activity are the deployment of contact centers, custom software, web-based applications, Android software for everyone. Whatever field of activity your organization works, wherever your offices and production facilities are located, our specialists will always help you to select and implement the best IT solutions that can provide reliable support for existing and future business tasks, increase operational efficiency, productivity and comfort work of your employees, introduce modern means of service and interaction with your customers.



Our official partners



Some of our clients



MAIN SOLUTIONS

CTI Desktop

Application for Contact Center agents. It includes FLEX CRM with a lot of features. Such as call registration, ticketing and service system, FAQ, agents personal reports and so on.

Supervisor Desktop

Our system allows you to get reports on all connected multimedia channel. Unified communications provide detailed reports and allows to display information on all channels in one report.

FLEX CRM

The “FLEX CRM” solution is designed to provide maximum convenience and efficiency for any type of business. It contains a convenient database for managing client data.

FLEX Dialer

The system is automatic outbound solution which contains predictive dialing and power dialing solutions. It allows to develop static and dynamic apps for outbound calls.

FLEX Connect

“FLEX Connect” is the solution which connects social networks and messengers into Call Center. Process requests from different channels, control quality of your employees.

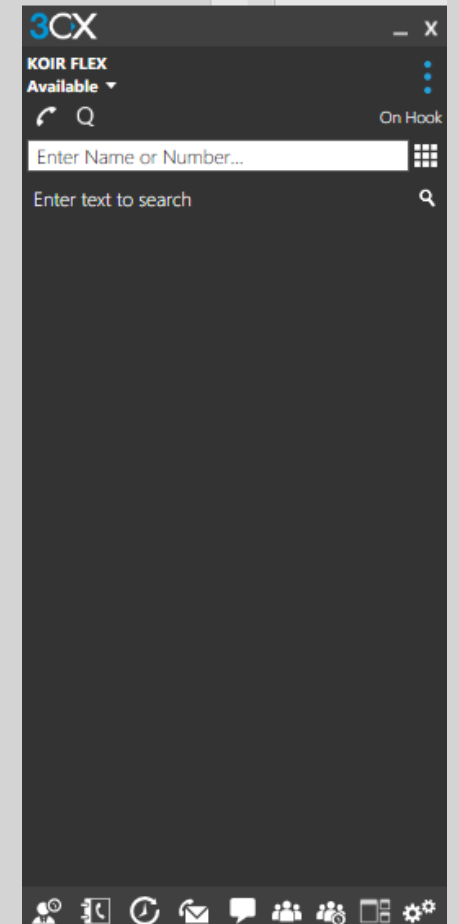
FLEX Vocal

This is speech recognition solution. No more need lifting your phone from your ear. In addition this is a customer calling robot that can call up a lot of customers in short time.

“CTI Desktop”

is the module that is a
continuation of
3CX Windows Client
(softphone)

*When you starts 3CX softphone
“CTI Desktop” starts with it*

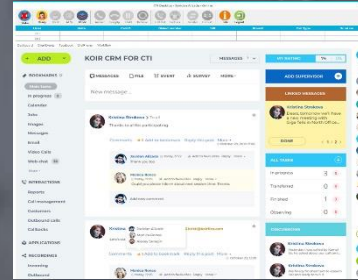


How can a customer contact your company?

Customer can call by phone to your corporate number

Customer can send email or SMS

CTI Desktop



Single application for agents for answer all contacts in one window

Customer can enter your corporate website and contact you via chat

Customer can perform video call from corporate website or from mobile application

Customer can contact your company over WhatsApp or Telegram

CTI Desktop

"CTI Desktop" - modern styled interface for contact center staff

Using the "CTI Desktop" application, agents get greater customer service capabilities. If you have already worked with other agent interfaces, then with "CTI Desktop" you could continue to work as you are used to and use the skills you already have. In addition to the existing functionality, the "CTI Desktop" application adds a lot of new features. With a responsive, user-friendly user interface, modeled on modern applications, users can easily manage their work environment. In short time the contact center staff will be more productive.

Main features

Proceed
inbound
calls

Making
outbound
calls

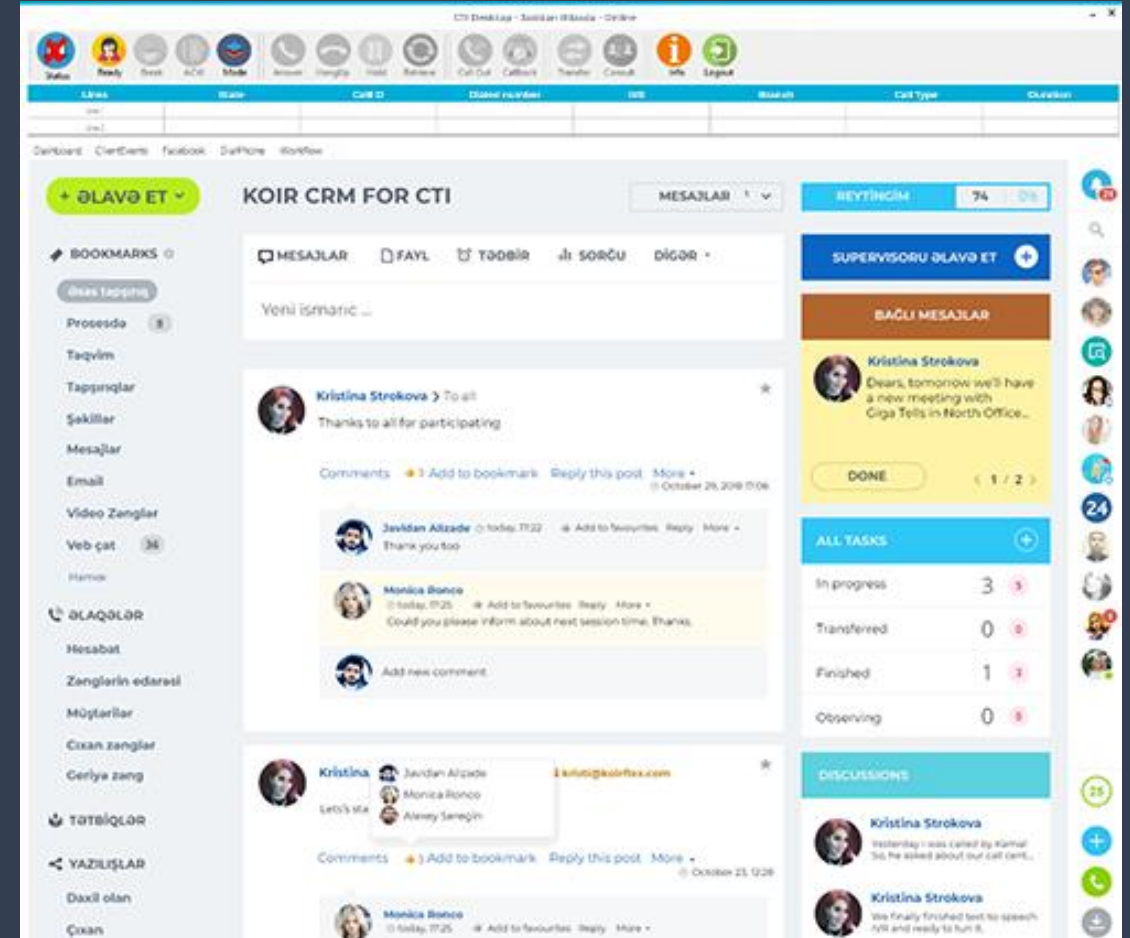
FLEX CRM
with FAQ
and
ticketing

Abandoned
calls
management
and callback

Social
networks
and
messages

All type of
agents own
reports

Manage all interactions in one unique window
Get detailed reports on the agents activity



<https://koirflex.com/>

Screenshot of the CTI Desktop installed on our customer

CTI Desktop | KOIR FLEX

Online

Ready

Break

Answer

HangUp

Hold

Retrieve

Call now

Transfer

Refresh

Info

Exit

KOIR FLEX
We improve your business

2022-07-26 1:05:22

Sales: 0

Agency: 0

Complaints: 0

Service: 0



KOIR FLEX (1717)
Online

Agent panel

Dashboard

Answered calls

Outbound calls

Abandoned calls

Non working time calls

My recordings

My registrations

FLEX Connect

KOIR FLEX - 1717

03:15:25
Staffed time

02:11:08
Total talking time

15 / 8
My calls

00:15:03
Break time

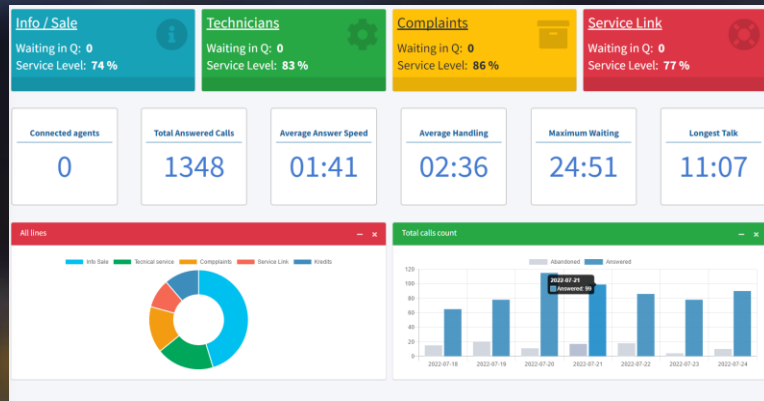
Last calls

Number	Agent	Call type	Start time	End time	Duration
0504952617	KOIR FLEX	Outbound	25-07-2022 14:43:47	25-07-2022 14:44:59	01:02
0504952617	KOIR FLEX	Outbound	25-07-2022 14:39:49	25-07-2022 14:41:55	01:53
0504952617	KOIR FLEX	Outbound	22-07-2022 17:49:23	22-07-2022 17:49:46	00:12
0504952617	KOIR FLEX	Outbound	16-07-2022 20:42:13	16-07-2022 20:43:56	01:30
0502549062	KOIR FLEX	Outbound	14-07-2022 12:08:52	14-07-2022 12:12:48	03:47
0504952617	KOIR FLEX	Outbound	20-06-2022 14:29:20	20-06-2022 14:31:38	02:04
0508550661	KOIR FLEX	Outbound	17-06-2022 03:44:04	17-06-2022 03:44:25	00:12
0504952617	KOIR FLEX	Outbound	13-06-2022 16:09:29	13-06-2022 16:11:13	01:34

“CTI Desktop” is much more...

- Modern and styled interface on any language.
- Fully omnichannel solution.
- Inbound and outbound voice calls.
- Video calls, online web chat, email, sms
- Social networks and messengers
- Embedded **FLEX CRM** and **FLEX Connect**
- Callback management.
- Personal agent reports.
- Instant messages from the supervisors and administrators.
- Break and AUX reason codes and break controller.
- Calling lists for Telesales, calling debtors, etc.
- Sales scripts and strategies.
- Integration with FAQ.
- First Call Resolution (FCR). Call Work Codes (CWC).
- Abandoned calls management.
- Ability to embed widgets.
- Automation using workflows.
- Online queued calls reports.
- Total data logging.
- Using company logos and interface customization.
- Reports of all type of interactions.
- Possibility to answer, transfer and other operations using hotkeys.
- Customer satisfaction surveys upon call ends using USSD SMS, autocal, etc
- Internal chat
- "Black list" management
- Shift scheduler.
- Notification to supervisor if the agent took a long of time on break

SUPERVISOR DESKTOP



REAL-TIME
REPORTS

The Historical reports section displays a table of answered calls. It includes filters for 'Today' and 'From 1 day', a search bar, and export options for 'Copy', 'Export to Excel', and 'Export to PDF'. The table columns are Agent, Group, Number, Start time, End time, Total duration, Ring time, and Talking time. The data shows a list of calls with agent names like Lale Yahyazade, Murad Valizade, and Natanav Quliyeva, along with their respective call details.

Agent	Group	Number	Start time	End time	Total duration	Ring time	Talking time
Lale Yahyazade (1058)	Info / Sale	0513889907	2022-07-26 09:01:47	2022-07-26 09:02:40	01:03	00:10	00:53
Murad Valizade (1026)	Info / Sale	3432405	2022-07-26 09:01:54	2022-07-26 09:03:12	01:24	00:06	01:18
Murad Valizade (1026)	Info / Sale	0558662865	2022-07-26 09:04:05	2022-07-26 09:04:35	00:16	00:05	00:11
Natanav Quliyeva (1014)	Info / Sale	0515242023	2022-07-26 09:05:33	2022-07-26 09:07:47	02:18	00:04	02:14
Lale Yahyazade (1058)	Info / Sale	0505553218	2022-07-26 09:06:48	2022-07-26 09:08:36	01:53	00:05	01:48
Fatima Sulaymanova (1035)	Technical service	0557176413	2022-07-26 09:05:44	2022-07-26 09:08:38	03:04	00:10	02:54
Valida Salimova (2011)	Technical service	0708629751	2022-07-26 09:07:18	2022-07-26 09:08:53	01:38	00:03	01:35
Elnara Ismayilova (1055)	Info / Sale	4799667	2022-07-26 09:05:34	2022-07-26 09:09:09	03:39	00:04	03:35
Natanav Quliyeva (1014)	Info / Sale	0552180172	2022-07-26 09:09:03	2022-07-26 09:10:52	01:07	00:06	00:59
Fatima Sulaymanova (1035)	Technical service	055861396	2022-07-26 09:10:07	2022-07-26 09:10:09	00:07	00:05	00:02

HISTORICAL
REPORTS

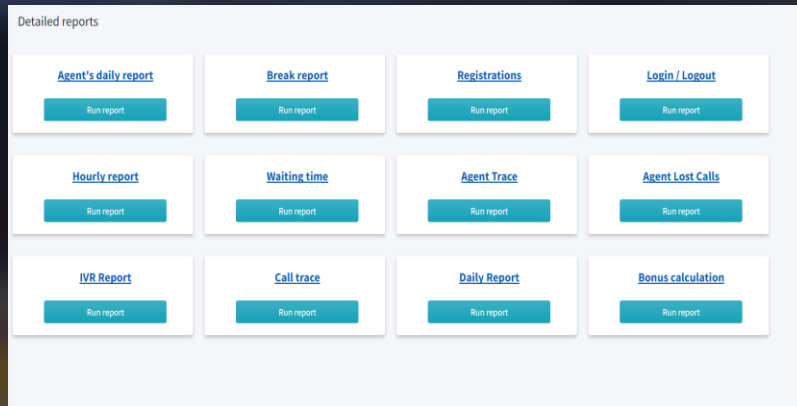
The Recording system interface displays a list of call recordings. It includes filters for 'Today' and 'From 1 day', a search bar, and a table with columns for Recording, Call work codes, Direction, Talking time, Agent, Customer number, Hang up by, and Line. A modal window for call 0515242023 is open, showing a playback interface with a progress bar at 2:13 and options to download or save the recording.

Recording	Call work codes	Direction	Talking time	Agent	Customer number	Hang up by	Line
View	View	Inbound	14:37	Aminova Nurana (2027)	0558151144	Customer	Lead via talker
View	View	Inbound	00:53	Lale Yahyazade (1058)	0513889907	Customer	Info / Sale
View	View	Inbound	01:18	Murad Valizade (1026)	3432405	Customer	Info / Sale
View	View	Outbound	03:27	Lale Yahyazade (1058)	0513889907		Info / Sale
View	View	Inbound	00:11	Murad Valizade (1026)	0558661865	Customer	Info / Sale
View	View	Outbound	2022-07-26 09:05:30	Murad Valizade (1026)	0558661865	Customer	Info / Sale
View	View	Inbound	2022-07-26 09:05:33	Natanav Quliyeva (1014)	0515242023	Customer	Info / Sale
View	View	Inbound	2022-07-26 09:05:34	Elnara Ismayilova (1055)	4799667	Customer	Info / Sale
View	View	Inbound	2022-07-26 09:05:44	Fatima Sulaymanova (1035)	0557176413	Customer	Technical service
View	View	Inbound	2022-07-26 09:06:48	Lale Yahyazade (1058)	0505553218	Customer	Info / Sale

RECORDING
SYSTEM

<https://koirflex.com/>

SUPERVISOR DESKTOP



DETAILED
STATISTICS

Number	Calls count	Total waiting time	Result
0102131398	2	00:10:39	Customer re-called
0502082088	1	00:00:11	Callback not performed
0502104324	1	00:01:46	Customer re-called
0502129960	2	00:03:38	Customer re-called
0502232203	1	00:00:21	Customer re-called
0502423300	1	00:00:57	Callback not performed
0502434343	1	00:01:17	Customer re-called
0502759994	1	00:04:31	Customer re-called
0503072325	1	00:00:14	Customer re-called
0503197330	1	00:02:20	Callback not performed

ABANDONED CALLS
MANAGEMENT

Call registrations

Copy Export to Excel Export to PDF

Search inside table

Call ID	Agent	Date	Customer	Allocation	Topic	Sub-Topic	Description	Sub-Description
00000C196C2A71F_103019	Mikayil Orucov (1032)	2022-07-26 20:57:34	0988080401	Tecnikli destek	Mahsulun dayidirib/uyarlamasi	Nasadiq var	Telefon/planjet	Natica yoxdur
00000C196C1F806_103015	Mikayil Orucov (1032)	2022-07-26 20:52:38	0508060502	Info Sale	Kredit partlari haqqinda malumat	Digər	Natica yoxdur	Takrar miqtari
00000C196C10022D_103011	Leyla Kalliova (1056)	2022-07-26 20:52:33	3416415	Info Sale	Borc haqqinda malumat	302BPHOK	Natica yoxdur	Natica yoxdur
00000C196C1E3578_103013	Ibrahim Nazarov (1009)	2022-07-26 20:51:22	0554133736	Info Sale	Mahsul haqqinda malumat	Telefon/planjet	Natica yoxdur	Takrar miqtari
00000C196C1D38C8_103010	Mikayil Orucov (1032)	2022-07-26 20:50:19	0552444505	Info Sale	Digər müraciətlər	Miqavilə kodunun göndərilməsi	Natica yoxdur	Natica yoxdur
00000C196C1C0477_103009	Ibrahim Nazarov (1009)	2022-07-26 20:47:56	0515122392	Info Sale	Kampaniya haqqinda malumat	Kampaniya yoxdur	Mebel/tekdil	Takrar miqtari
00000C196C1A7AD_103008	Mikayil Orucov (1032)	2022-07-26 20:45:45	0709434324	Info Sale	Kredit partlari haqqinda malumat	Digər	Natica yoxdur	Internet reklam
00000C196C178E0E_103004	Ibrahim Nazarov (1009)	2022-07-26 20:44:40	0515121392	Info Sale	Uğursuz zang	Xətti kəsildi	Natica yoxdur	Natica yoxdur
00000C196C139540_103001	Leyla Kalliova (1056)	2022-07-26 20:39:39	0505088778	Info Sale	Borc haqqinda malumat	622VIGKR	Natica yoxdur	Natica yoxdur
00000C196C14CD68_103003	Mikayil Orucov (1032)	2022-07-26 20:39:07	0553409626	Info Sale	Digər müraciətlər	Digər	Natica yoxdur	Natica yoxdur

Showing 1 to 10 of 2,008 entries

TICKETING, CRM,
FAQ, BLACK LISTS

<https://koirflex.com/>

Supervisor Desktop is:

a powerful reporting system for real-time data, allows you to fully control the operation of the entire CONTACT CENTER, monitor the availability of resources, and get all the information necessary to timely respond to changes in the flow of customer calls to the contact center. So, monitor in real time, a lot of data such as, the average conversation duration and the break schedule for each agent, waiting time in queue, percent service level, abandoned rate and so on.

Using this tool you will be provided with quick and easy access to the reports which you need to improve employee performance and improve contact center processes. It gives you a workspace to help you accelerate your workflow and increase productivity. Contact center analysis software has a lot of count of key features such as report templates, data classification, information columns, organizing, filtering and a timeline.

The analysis performed by our software includes parameters such as Key Performance Indicators (KPI), which allow management to effectively study the performance level of contact center, agents, queues and how agents can be accelerated under different circumstances. You will have real-time data for all channels which included in your contact center - voice, web, video, social networking, SMS, fax and email.

<https://koirflex.com/>

FLEX DIALER

- **Payment and deadline reminders**
- **Quality surveys, reports and analytics**
- **Gratitude call for VIP clients**
- **Surveys of the company products quality**
- **Telesales, actions and telemarketing**
- **Promo events, discounts and new services**
- **Order implementation statuses and support**

"Dear Customer you get a call from **"KOIR FLEX Company"**. Could you answer a few questions? If YES, please press 1." The customer presses the "1". The system starts the survey. "Are you satisfied with the service of our company? Press 1 for YES and 2 if NO".

**Outbound
IVR**

"Dear customer, you get a call from **"KOIR FLEX Company"**. We have a special offer for you. Your unique number is 0000. You can provide it at any branch of our company, and you will get 20% discount on our products. For more information, we can connect you with our staff. To connect press "0".

**Outbound
notifications**

Simplest scenario:



**You upload a list
of customers**



**The system
starts dial**



**Customers get calls
and listen info**



**You get detailed
report of campaign**

FLEX Vocal

Speech recognition solution for

IVR

Dialer

FLEX Vocal is the bot which capable of making and receiving any phone call for your business. Compared to classic call center agents this solution allows to save money many times over.

FLEX Vocal will easily carry out for you:



Outbound
calls



Inform
customers



Inbound
interactions



Register
cases

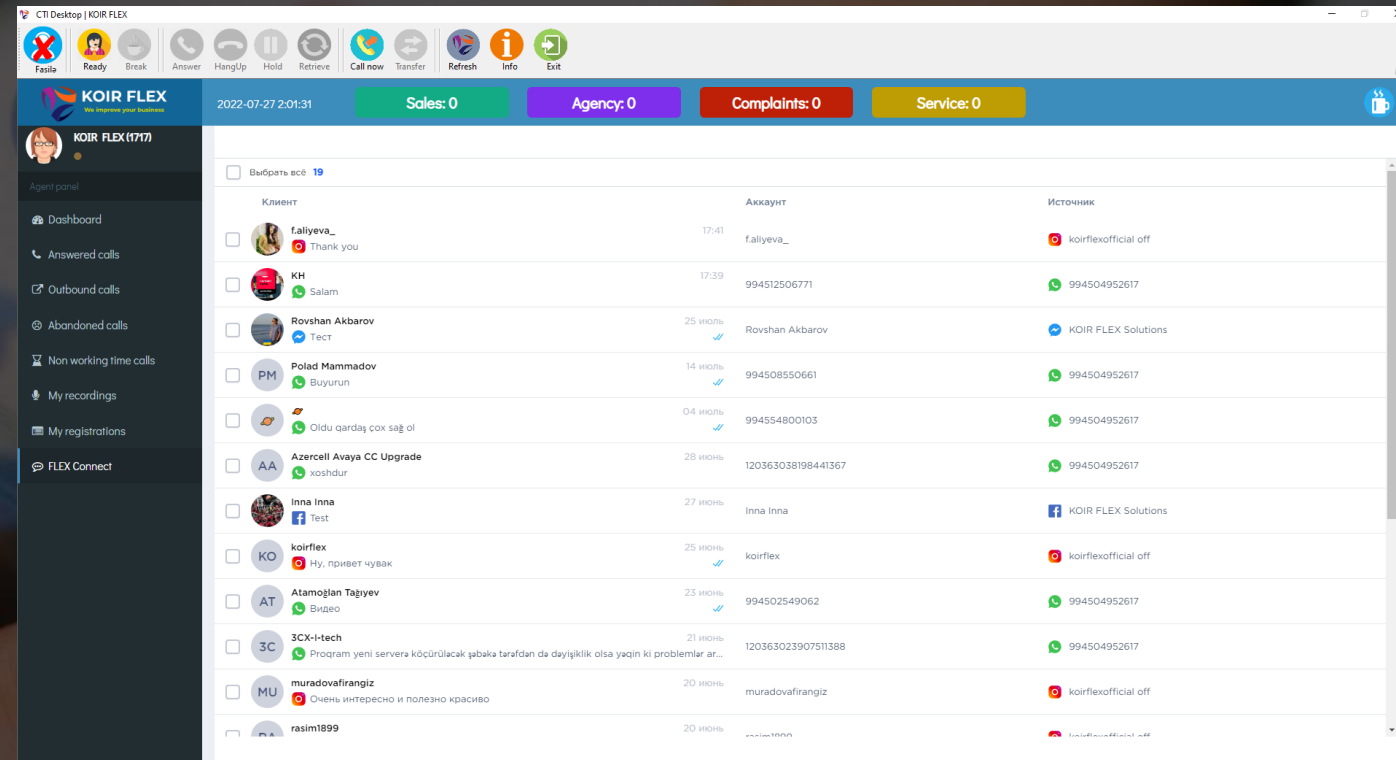


FLEX Connect

Messengers and social media aggregator

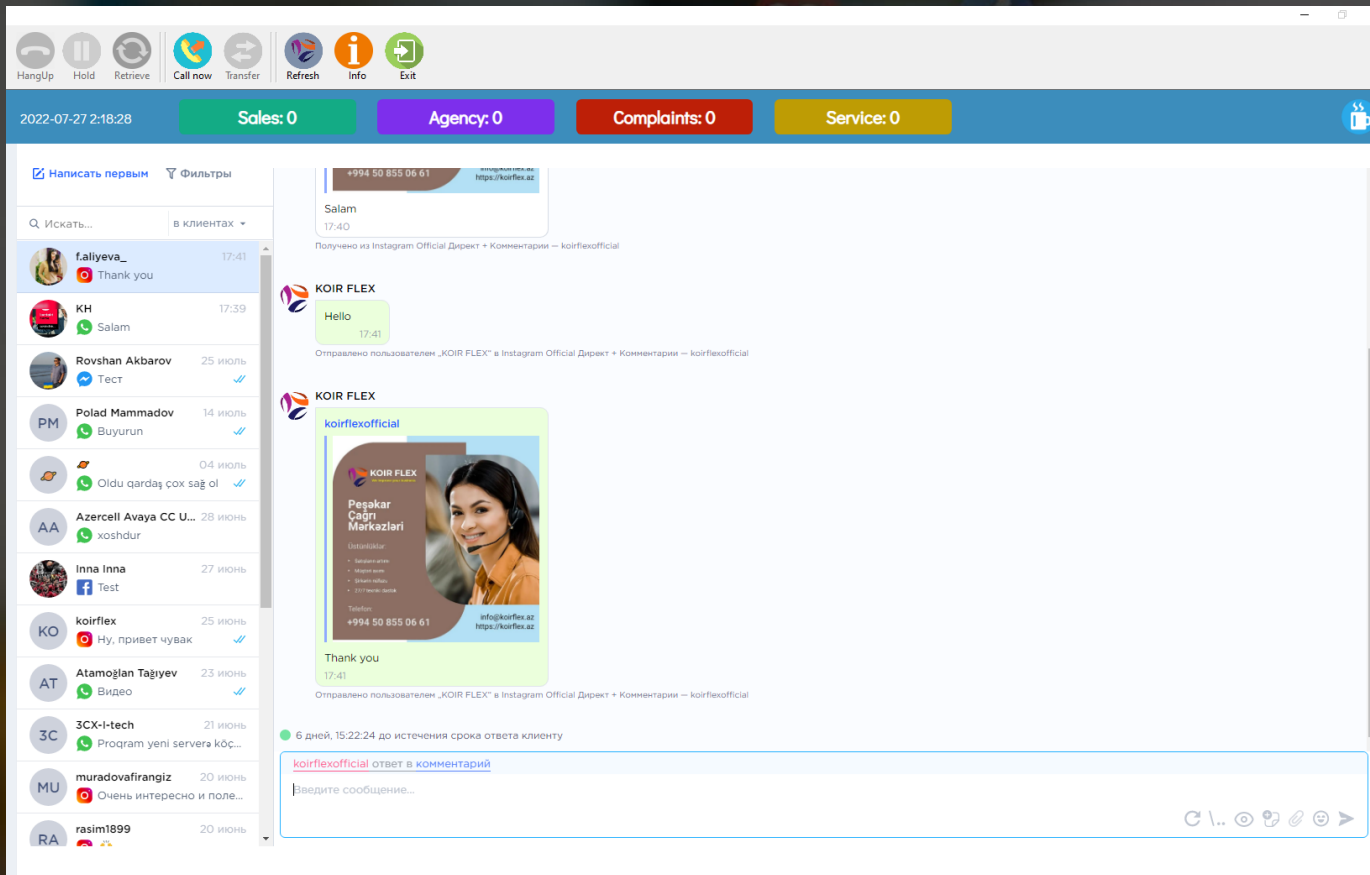
Use FLEX Connect and you can:

- Use all instant messengers and social networks in one window
- Attract new customers around the world through social networks
- Improve your customer experience all the way from first contact to repeat purchases.
- Systematize and distribute requests from different messengers, convert customers into buyers



FLEX Connect

is a part of CTI Desktop



WhatsApp



Facebook Comments



Facebook Messenger



Instagram Direct & Comments



Telegram

IVR Deployment

"Welcome to KOIR FLEX.
For information press 1
For operations press 2
For contact with agent press 0"

Queue management

"Your call is important for us.
You are 2nd in the queue... Now
You are 1st in the queue... We
transfer you to the agent"

CTI Desktop

"Hello Mr. Nur.
Welcome to "KOIR FLEX". My
name is Farida. How can I
help you?"



<https://koirflex.com/>

Callback offer

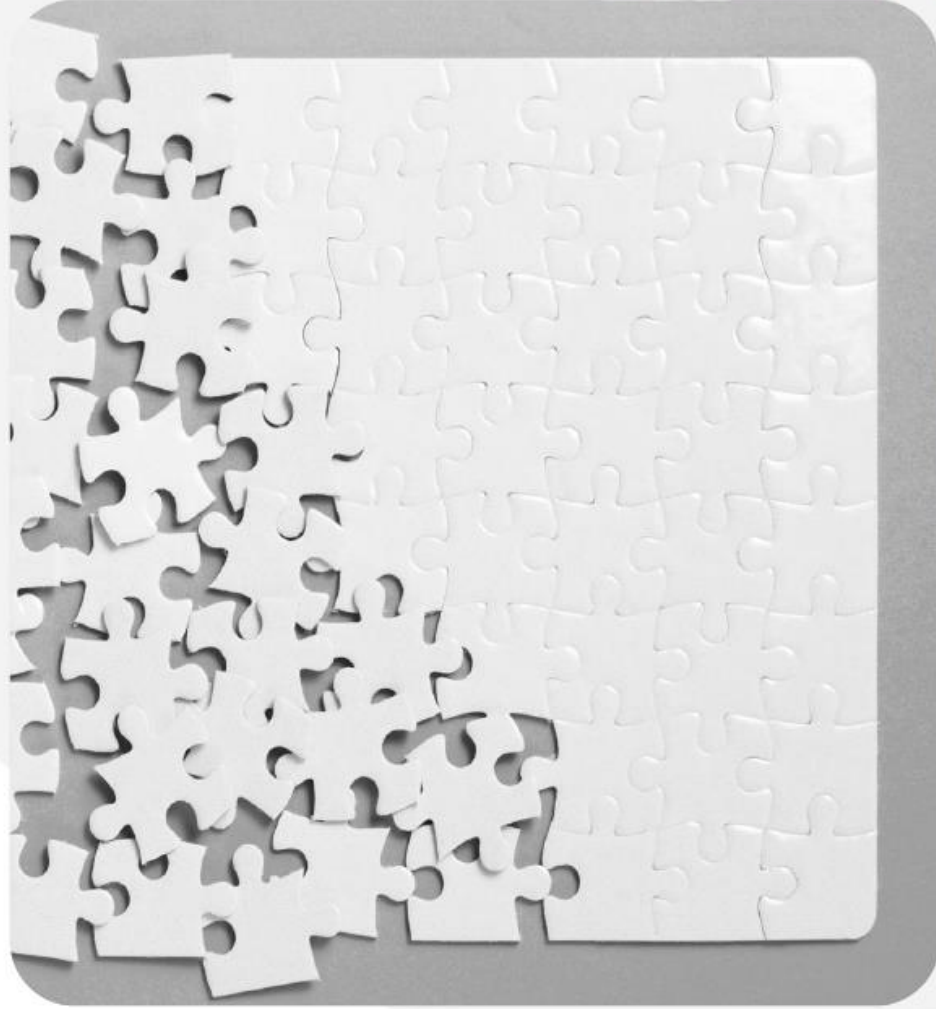
"Dear customer, all the agents are busy. If you want, we can contact you when resource will be free. To order callback, press 1. If you want to stay on the line and wait for an agent answer, please press 2".

Contact recording

"FLEX Record" the call recording solution helps contact center managers to understand service issues and then analyze customer interactions and service quality. You can also live monitor your agent desktops using special tools for monitoring.

Video Calls

A client of a well-known bank in Azerbaijan went to the United States. During working process, he urgently needed to open a tax account. He performed a video call to the bank's contact center. The agent offered to pass a digital authentication. Then the customer signed the necessary documents, which were sent to him by the curator during the video session. After fifteen minutes, he already had a new tax account, which was opened to him. So, his video call was considered like a physical presence at a bank branch. As if he were in Baku.



We offer

- ✓ Incoming voice and video calls
- ✓ Outbound dialer
- ✓ Static and dynamic IVR
- ✓ Voice recognition
- ✓ Queue management
- ✓ CTI Desktop applications
- ✓ Callback solutions
- ✓ Contact recording
- ✓ Chat, email, SMS
- ✓ Social media aggregator
- ✓ FLEX CRM
- ✓ Online and Historical reports
- ✓ Wallboard
- ✓ FCR and NPS
- ✓ Workforce management
- ✓ Any type of integrations

<https://koirflex.com/>



If you have your own idea we always open to integrate your product into existing Contact Center deployment.



Why we?

We care of your business. We understand how important for you to deliver your ideas to the target audience, and to do it as efficiently as possible.

We are experienced and creative, and each of our specialists has their own background.

We ask questions and try to understand your project properly in order to prepare the right story.



Loyalty



Experience



Efficiency



Creativity

<https://koirflex.com/>

Let's discuss about your project

Just contact us over email, phone or messengers. Tell us your needs. Our experts will contact you in 10 minutes and suggest all possible methods to completely achieve all goals and aims. We'll prepare technical tasks and requirements. Provide consulting about modern possibilities. And finally demonstrate how your product will look like.

**Our company provides an
individual approach to each client.**

We can really help

<https://koirflex.com/>

Contact Us



Address

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Baku, Azerbaijan

Please call or email



info@koirflex.com
<https://koirflex.com/>



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Samovar Çay Evi

Cosmetics store

Arpaçay Kafe

Sentrum Medical

Nazim Hajiyev



KOIR FLEX

We improve your business

**YOUR
QUESTIONS**