

## 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 benefit 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

<b>Hardware</b>	RAM	1GB DDR3		
	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		
<b>System Capacity</b>	Call Center Agents	20 (WebRTC or SIP extensions)		
	IP PBX Extensions	40		
	Simultaneous Calls	10		
<b>Telephony Interfaces</b>		4FXO		
<b>Call Center Features</b>	Call Popup	Call Queues	Callback Reminder	
	Remote Agents	SIP Agents	WebRTC Agents	
	ACD	Call Monitoring	Click-to-call	
	Auto Dial	Satisfaction Survey	Call Statistics	
	Built-in CRM	Questionnaire	Call Barging	
	Whisper Coaching	IVR	Voicemail	
<b>IP PBX Features</b>	Caller ID	Video Calls	Paging & Intercom	
	Voicemail	DID	Voicemail to Email	
	IVR	PIN Set	Call Recording	
	3-way Calling	Conference Call	Phone Provisioning	
	SIP Trunking	Blacklist	BLF	
	Feature Codes	Call Transfer	Call Parking	
	Call Forward	Call Hold	Call Waiting	
	Ring Groups	Call Pickup	MOH	
<b>Network Features</b>	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		
<b>Security</b>		Firewall, IP Blacklist, Auto Defense		
<b>Codecs &amp; Signaling</b>	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		
	DTMF Mode	RFC2833, SIPINFO, In-band		
<b>Environment</b>	Operating	0°C~40°C		
	Storage	-20°C~55°C		
	Humidity	5~95% no condensation		
<b>Dimension</b>	Unit	440x232x44mm		
	Packing	500x310x95mm		
<b>Gross Weight</b>		2.4KG		

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