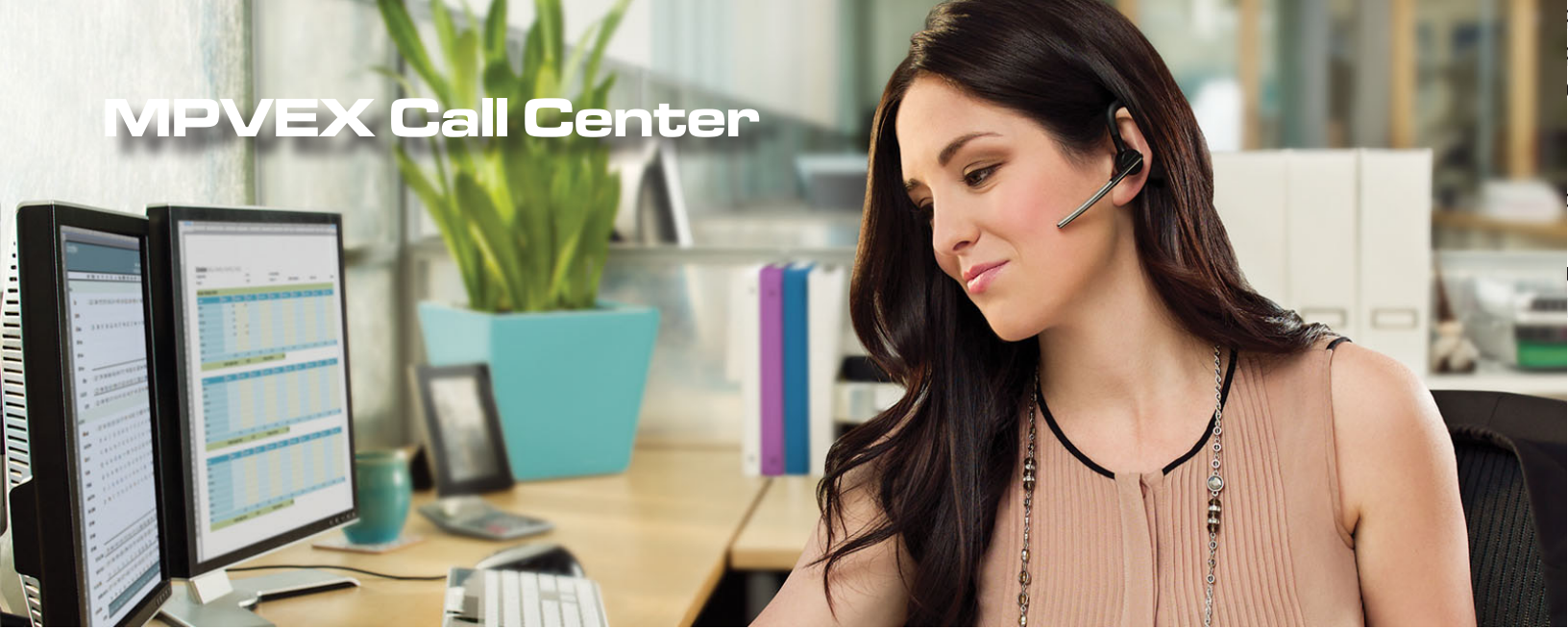


MPVEX Call Center













Call Center With Simple Design - Powerful Results

Over the years, the old-world telecom call centers have become so complex and costly that most companies go without providing this powerful tool to their staff and customers. The MPVEX Call Center is built within the Metropark Voice Exchange PBX platform, which means you get a fully redundant call center solution ready to enhance sales performances, up-time, and greatly shorten expensive call center time deployments, PBX separations, and tedious system offline outages. Also, there are no more expensive hardware appliances to purchase, no more 3rd party servers, and buggy wall boards. MPVEX Call Center is designed with simplicity, but delivers powerful results that you deserve.

With MPVEX Call Center you pay-as-you-grow, which means only paying for as much as your business demands are today. Metropark Voice Exchange has made it so your company can finally receive a powerful call center solution focused on the “anywhere” employee with very little cost or expert knowledge of call centers.

According to CMSWire, the percentage of call centers using cloud-based call center solutions will be increasingly substantial over the next two years. Businesses are moving to the cloud in very large numbers for many of their daily communication software platforms, industry applications, and data storage. Up until very recently, call centers required very expensive servers and costly PRI's to operate. Those days are now over with MPVEX Call Center.

MPVEX Reports

-  *Call History & Volume*
-  *Call Paths & Metrics*
-  *Total Calls Received*
-  *Missed / Rejected Calls*
-  *Abandoned Calls*
-  *Average Wait Time*
-  *Agent Handle Time*
-  *Agent Queue & Non-Queue Calls*
-  *Agent Outbound Call Time*
-  *Agent Average Call Time*
- ... many more!!*

