



SPECIALIZED TECHNOLOGY



Virtual desktops with built-in **telephony** systems
Native **VoIP** support on VDI Windows and Linux
Optimization for VoIP systems with specific protocols
Virtual desktops with **CTI systems** and **IP telephony**



Integration of **softphones** with Call Center apps and tools
Audio and **video conferencing** support
Compatibility with all types of **peripherals**



Call **reports** accessible in **real time**
Operators working **from any location**
Access to specific tools from any device. **BYOD**



VDI and vApp **Windows** and **Linux**
On premise, hybrid cloud and **multicloud**
Personalized support service



SATISFIED CUSTOMERS 24x7



24-hour customer service. **No waiting times**
Workstations **always operational**. High availability
Immediate deployment of new operator workstations



Unlimited, fast and easy **scalability** for **peak demand**
Call **monitoring 24x7**, from any place and terminal
Remote access to computers located in Call Center offices



Virtualization of **corporate** telephone service **applications**
Customizable campaign **templates**
Tailor-made solutions, including only necessary tools



Optimal **user experience** for an impeccable service
Maximum flexibility to handle customer calls
100% **customizable Open Source** based

SIMPLE AND SECURE AUTHENTICATION



Authentication by device (IP) specific for Call Center
Native integration with **own authenticators**
Mixed authentication: **transfer of credentials** with apps and devices
User groups from **various authentication sources**



Compliance with the **GDPR**
CRM properly **secured** to avoid data leaks
End-to-end **encrypted information**



Encrypted connections with personal and corporate devices
Specific **security policies** for Call Center environments
Two-factor and **multi-factor** authentication



Live **monitoring** of thousands of computers on numerous subnets
Secure and threat-free **workspace**
Isolated environment. **Prevention** & elimination of attacks in seconds



CENTRALIZED MANAGEMENT



Centralized management of **multiple locations**, local & remote users
Computers **reconfigured in minutes** with new tools and apps
Automation and programming of IT processes



Access **calendars** to make access to resources more flexible
Simple, centralized **user support** with no waiting times
Compatibility with any technology



Multiple **simultaneous** hypervisors, protocols, and authenticators
Very simple **migration** from other platforms
Optimization of existing infrastructures



UN Sustainable Development Goals (SDGs)
Green IT. Maximum **energy efficiency**
Technological innovation for greater **resilience**