



**Centium Call Center System**  
Your Intelligent Call Center System Solution  
Made Easy. Connecting people, Technology &  
Processes effectively!

<http://ccs.centiumsuite.com>

# Centium CCS Overview

In today's complex global environment of new technology and product out sourcing, CENTIUM CCS (Call Center System) is at the forefront of accelerating call center performance.

The term "call center" often conjures up images of hundreds of agents working for huge telemarketing conglomerates. However, that's simply not the case any more.

CENTIUM CCS has progressed to the point that even small companies with as few as 10 agents can get the same powerful call management features as the big players.

In an ideal world, you would have staff always available to answer those important calls. Callers would never have to wait. But the real world is less than ideal.

CENTIUM CCS helps you manage the peaks and troughs in your business telephone activity, giving your customers the best possible service.

Our innovative CENTIUM CCS gives you the capabilities and dependabilities of a premise-based call center system with the flexibility to expand on demand as your business grows.

As a virtual extension of your call center IT team, CENTIUM CCS enables you to focus on your operations rather than maintaining your call center infrastructure.

CENTIUM CCS will provide information at your fingertips. With our vast implementation experiences and relationships with customers and partners, we capture business intelligence and industry best practices we have now incorporated into our CENTIUM CCS solutions.



# Overview

# Centium CCS Features

## Features

CENTIUM CCS provides powerful call center features:

- Excellent tool to run Call Center applications on top of NEC SV8100/ Aspire/Aspila series
- How many calls received, abandoned, waiting to be answered, made & Conversation length
- Incorporates Open CCA (Call Center Agent) Technology by Centium Software (CentiumSuite.com) to extract and connect the call center database.
- Integrates to a Centium real-time call center wallboard system.
- Integrates to a Centium CCA Pop-up System
- Seamless integration with Centium Helpdesk & Centium CRM software
- Reduces abandoned calls by allowing the call center supervisor to monitor real time & historical call center reporting.
- Enhances competitiveness of your call center, by allowing customized call center operations

CENTIUM CCS provides several distinct and important benefits, all of which are interrelated, to improving customer service, management and reporting and increasing efficiency and reducing costs.

CENTIUM CCS reduces hold times, lets callers know how long they'll be waiting, and connects them to the right agent or client.

This may be important for your business, especially in highly competitive industries.





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