

AgentLine with billing

Product sheet

Create a Call Center in just a few days – without your own technology!
A perfect - and profitable - service for support, tarot or other chat business.

Function

The service of AgentLine can be completed in order to receive traffic on geographic numbers (08 -). The telephone number that the customer calls from (a-number) will be matched against an address database, and then the invoice will be sent to that address.

Customers can be blocked/blacklisted for various reasons, both financial and other e.g. that the customer is rude, etc. When a blocked/blacklisted customer calls the system detects the a-number or the number entered it will play a prompt that tells the customer why the customer are not able to enter the system.

Customer register

The module contains web interface and database functions to create and manage the service of customers.

The customer register is made up of the current address matches. All a-numbers that provides a complete address in return will be included in the register.

If the match does not provide a sufficient basis to bill, the customer can be referred to the "customer service" for manual handling. This also applies to secret numbers. Customers with unlisted numbers will receive a code to enter when they call; instead of automatically become approved through its a-number. Customers can also have multiple phone numbers associated with the same account.

When the customer is in the registry, all data on the client (credit limits, contact information, etc.) can be changed. There is also a field where you can make notes about each customer.



Invoices/Orders

The module contains web interface and database functions to administer orders and invoices.

The address matches that provide a sufficient base for billing (complete address, not a secret number, etc.) is given an automatic credit of 1000 SEK to the customer who can immediately start using it. After each call creates an order, based on talk time and call cost. Once the credit limit is reached an invoice is created based on the existing orders, that can be sent for billing (you can do it themselves or hire an external company). You decide manually when the invoice should be sent.

Now the customer can't call again until the first invoice is paid. When it is paid, the credit limit will be increased automatically.

Invoice bases can also be changed manually before dispatch. Customers can e.g. get a lower price per minute, etc.

The module communicates with the external service that handles billing and ledgers.

The module has a pricelist function (art.nr, article / description, price). All new customers are automatically linked to basic pricelist and can then be manually given discounts etc.

The system does not include modules for bookkeeping or printing invoices