

A large, abstract orange shape on the left side of the page, resembling a stylized letter 'L' or a large bracket. It contains a grid of white circles of varying sizes, some of which are partially cut off by the edges of the shape.

Full Feature List

Take a look at our package deals, compare them and find the best solution for your business!

		MOST POPULAR		
	Standard	Professional	Multichannel	Premium

BASIC FUNCTIONALITY

<p>Maximum Active Projects You can start and receive calls from the given amount of concurrent projects.</p>	10	50	50	50
<p>All Projects Total number of currently active and inactive projects.</p>	50	300	300	300
<p>Project Management VCC Live's layout is based on projects, which allow users to manage and organise different call center activities, such as telemarketing and customer support. You can also easily customise settings, databases, scripts, statistics, user privileges.</p>	✓	✓	✓	✓
<p>Database Management Unique database structure can be compiled for each project. Data can be easily imported and exported using any format supported by Microsoft Excel.</p>	✓	✓	✓	✓
<p>User Management You can create user privileges for system operators, supervisors, administrators, QM agents, etc. with the ability to specify different privileges and settings for individual users.</p>	✓	✓	✓	✓
<p>Disposition Codes Dispositions indicate the results of calls. A number of successful, non-successful and call back disposition codes allow you to create different terminations to indicate results of calls.</p>	✓	✓	✓	✓
<p>Agent Interface Ergonomic and easy-to-use Windows and Linux compatible agent interface, which can be learnt in about 10-15 minutes. With only a headset needed for calls.</p>	✓	✓	✓	✓
<p>Agent Status Detailed analysis of agents' status allowing supervisors to observe their agents activity accurately.</p>	✓	✓	✓	✓
<p>AUX AUX allows supervisors to be able to differentiate between a customisable number of breaks (e.g. coffee break, training, etc.) and ensure agents keep to their break times.</p>	✓	✓	✓	✓

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Datasheet A customisable form containing call recipient data, which can be edited by agents either during the call or afterwards.	✓	✓	✓	✓
Telecommunication Services All clients have access to a comprehensive national and international telecommunications services.	✓	✓	✓	✓

ADVANCED SERVICES

Script Editor - Questionnaire Agent calls can be script or questionnaire driven, guiding agents through calls step by step based on recipients' answers, helping move the conversation in the desired direction and reducing calling time.	✓	✓	✓	✓
Internal Chat Supervisors can communicate with an unlimited number of agents at the same time using chat messages.	✓	✓	✓	✓
IP Phone Extension You can connect IP desktop or software phones using a built-in sub-centre function.	Optional	✓	✓	✓
Advanced Database Management It provides a customised and comprehensive screening, listing and exporting function, and allows for flexible database updating.		✓	✓	✓
Quality Management Supervisors and managers can determine aspects of quality control to help them assess agents' work and provide feedback thus helping to make agents and the call centre itself more efficient.		✓	✓	✓
Team Management Any number of teams, including outsourced partners and agents without access to the database or settings, can work independently on one project.		✓	✓	✓
VCC Live Mobile App With the VCC Mobile App it is easy to see which clients need to be contacted when, what the results of conversations are, and what follow-up tasks are required. Once set up, VCC Mobile App can transfer data to the VCC client and other corporate CRM systems, making it possible to work effectively outside the office using any mobile device. Corporate managers and supervisors can also use the app to efficiently oversee their employees' activities.	Optional	Optional	Optional	Optional

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<p>VCC Live Pay</p> <p>With the help of the operator paying via bankcard is possible during the time of the call, thanks to VCC Pay. The client can type the needed information into their phone on the dial pad. The operators will not have access to these numbers, but will be able to follow the process of payment and see if the information is valid. The VCC Pay automatically transfers the bank card number and the amount to be paid to the bank, which allows the sum to be paid immediately. At the time of the successful payment the paid for product can be activated or sent via post.</p>				✓

OUTBOUND CALLS

<p>Manual Dialer</p> <p>Agents start calls with only one click. Clients waiting for a call back appear automatically on a pop-up based on a previously specified call back time. Anticipated agent talking time is 10-20 minutes per hour.</p>	✓	✓	✓	✓
<p>Power Dialer</p> <p>After finishing and terminating a call, a new call is initiated increasing agents calling time to an anticipated 15-25 minutes an hour.</p>	✓	✓	✓	✓
<p>Predictive Dialer</p> <p>An efficient solution, which increases agent calling time and reduces wasteful waiting time. The dialer estimates when and how many calls are to be initiated in order to provide the next available operator with a call. It is possible to keep lost call rates below 3 percent, even with as few as five agents. Anticipated talking time is 30-48 minutes per hour, including a 10-minute break per hour.</p>	✓	✓	✓	✓
<p>Advanced Predictive Dialer Settings</p> <p>Predictive dialer projects can be customised based on the used database and given requirements</p>		✓	✓	✓
<p>Quotation</p> <p>When used for representative research and surveys, for example opinion polls, a specific number of a given type of recipient can be called.</p>		✓	✓	✓
<p>Outbound IVR (Robocall)</p> <p>IVR menu including automated calling and unique voice playback functions, perfect for disseminating mass information (e.g. campaign speeches, GTA changes or client debt notification) via phone. Call recipients can provide feedback by using telephone push buttons.</p>		Optional	Optional	✓

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INBOUND CALLS

IVR Callers are guided and informed by an intelligent, simple-to-compile voice menu, and can be directed to agents based on the time of day.	✓	✓	✓	✓
Queue If there is no available agent, callers wait in a queue for the next available operator. While waiting, music or information messages can be played until they are put through to an agent.	✓	✓	✓	✓
Automatic Call Distribution (ACD) Callers are put through to the agent with the most appropriate experience for the caller's needs.	✓	✓	✓	✓
Advanced Routing Methods (SBR) Connects agents with the most appropriate needs according to the needs of the caller.	✓	✓	✓	✓
Advanced Queue Features Announces the approximate time of waiting, and generates automatic callbacks for calls lost while they are in the queue.		✓	✓	✓
Advanced Features Establishes a unique voice menu based on caller's phone number or client code.		✓	✓	✓

REPORTS AND STATISTICS

Real-time Statistics Projects' status and operator activities can be monitored in real time, and calls and dialer status can be observed in outbound calls, IVR and inbound queues, allowing for interventions at any time.	✓	✓	✓	✓
Agent, Call, CDR Statistics Tailored statistics can be generated based on any given data and structure requirements.	✓	✓	✓	✓
CDR Report Contains all calls and data within a given period (e.g. caller and call recipient, length of calls, agent). Using the report calls can be located and listened to, and QA surveys can also be easily generated.	✓	✓	✓	✓
Custom Exports Records can be exported while project is running.	✓	✓	✓	✓

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Outbound Wallboard Agents can be informed about real-time statistics by projecting them on an LCD or Plasma TV.		✓	✓	✓
Custom Indicator New columns can be added to statistics to highlight unique indicators as required.		✓	✓	✓
Mass Exports Mass export is the fastest way of exporting results of agent groups working on different projects simultaneously.		✓	✓	✓
Custom Export Templates Export templates can be established allowing users to export data in the given structure with one click.		✓	✓	✓

STORAGE SERVICES

Voice Recording Calls can be recorded in stereo mp4 format, with agents and clients on separate voice channels. Voice file names in projects, containing any information, can be created allowing for easy tracing and playback of a specific call.	✓	✓	✓	✓
Email Storage (attachments) Storage of outgoing and incoming emails, together with attachments.	✓	✓	✓	✓
Storage Free storage of voice recordings.	10 GB	10 GB	10 GB	10 GB
Additional Storage Storage of voice files for a variable time, with costs based on the already occupied storage capacity.	Optional	Optional	Optional	✓
Voicefile Archiver Software Previously recorded voice files, based on previously defined names, can be automatically downloaded using a separate programme.	✓	✓	✓	✓

MULTICHANNEL FUNCTIONS

Sending Automated SMS Finishing any calls, you can send a tailor-made SMS, upon, disposition codes. It can contain any data of the given client.	✓	✓	✓	✓
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Sending Automated Email E-mail or text messages, containing relevant client information, can be sent when a call is terminated.	✓	✓	✓	✓
Dynamic SMS and Email Templates These features support unified communication and reduce time investment for agents.			✓	✓
Handling Customer Care Emails Receiving, handling and replying high number of emails in controlled way with reporting options.			✓	✓
Spam and Virus Filtering Providing maximum safety and reducing unnecessary time investments for agents by controlling email contents.			✓	✓
Ticket Based Case Handling Grouping emails to better review and track them. Different statuses and parameters help dealing with tickets more effective way and closing them prior to deadlines.			✓	✓
Sending Mass Email Sending personalised emails to a defined segment within a database.			✓	✓
Chat With instant messaging, customers can instantly chat to an agent. The chat service can easily be integrated on any platform your agents use.			✓	✓

DATA SECURITY

Encrypted Data Connection This encryption of data connection between the VCC Live's client programme and VCC Live's central servers is provided by SSL/TLS.	✓	✓	✓	✓
Separated Database Every client has a unique database for maximizing data security.	✓	✓	✓	✓
Password Policy A unique password policy can be established, with elements such as the minimum length of passwords, use of special characters, frequency of characters and password expiry date can be defined.	✓	✓	✓	✓

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User Power Management You can create different power privileges hierarchy based on your requirements including agent, supervisor, administrator, quality manager, project manager, database manager, etc.	✓	✓	✓	✓
Data Security Report Create overviews of users data access history including changing, importing, exporting or checking statics, downloading voice files, etc.		✓	✓	✓
Application Firewall You can limit which IP addresses and IP domains can log in to the VCC Live client programme.		✓	✓	✓
SIP TLS, SRTP Encryption of voice channels by SIP-TLS sRTP protocols.		✓	✓	✓
Bank Card Payment When confirmed during a conversation, services ordered by a customer can be paid for immediately using a bank card.				✓
PCI DSS-compliant Data Security Central servers used by our PREMIUM customers have the highest levels of data protection certification.				✓

INTEGRATION

Click-to-Call Calls can be started from any CRM, after minimal amount of IT preparation.	✓	✓	✓	✓
Web Integration Any web-based ERP, CRM or other applications can be embedded into agents' surface displays with just a few clicks.	✓	✓	✓	✓
Database API External systems can simply and securely access data stored in VCC Live by using REST-compatible API. It is usually used for synchronizing data with other systems, loading calling lists automatically or creating a web-callback function.	✓	✓	✓	✓
Webhook Sends details of calls and data recorded by agents after finishing a given call to other systems by using REST-compatible API.		✓	✓	✓

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Javascript SDK JavaScript interface used for complex branching questionnaires with more than 100 pages that require interface or branch programming.		✓	✓	✓
IVR API Data provided by callers such as PIN numbers can be transferred to external systems, (normally ERP or CRM) that can determine the next possible steps in the IVR menu.		✓	✓	✓

SUPPORT

Email Support You can contact VCC Live's supervisor level support staff via email between 8:00 - 17:30 on banking days.	Free	Free	Free	Free
Phone Support (in worktime) You can call VCC Live's supervisor level support staff between 7:00-20:00 on banking days and from 9:00 to 20:00 on weekends and national holidays. They can help with general questions, user problems, project management, script creation and database uploading.	Free	Free	Free	Free
Key Account Manager VCC Live provides a key account manager to make VIP clients' system work as effectively as possible.		Free	Free	Free
24/7 Support VCC Live's support network is available at your service 24/7 to help with any issues clients have.				Free

ADDITIONAL SERVICES

Workshop VCC Live provides two workshops a year to introduce new features and their efficient use.	Free	Free	Free	Free
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TELECOMMUNICATIONS

Call Termination Ability to initiate and receive national and international calls	✓	✓	✓	✓
National Phone Numbers A phone number that can be requested in any location. Clients can also move their phone numbers from another service provider.	✓	✓	✓	✓

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International Numbers We can provide local call numbers in approximately 100 countries for helping international customer support.		✓	✓	✓
SIP Interconnect VCC Live's system can be integrated with other switchboards, system and telecommunication providers using SIP protocol.		Optional	Optional	Optional

License fees

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	€ 55 per seat / month	€ 75 per seat / month	€ 95 per seat / month	€ 135 per seat / month
Package Price Standard VCC Live service rate per month.	€ 550	€ 750	€ 950	€ 1350
Number of Users Included in the Package Basic package price is available only with the minimum number of agents highlighted in feature list. User licenses could be upgraded with monthly or minute-based accounting services. The basic package includes month-based accounting only.	10	10	10	10
Administrator License / month / user Minimum one user with administrator access is required.	€ 75	€ 75	€ 75	€ 75
Additional Agent License / month / agent In the case of any upgraded package, you can choose a month or minute-based agent license accounting service.	€ 55	€ 75	€ 95	€ 135

Prices do not include VAT.



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