



DESKMATE^{Pro}



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STAY PRODUCTIVE:
HOW TO WORK
ON THE GO
LIKE A PRO.



DESKMATE^{Pro}



The real challenge faced by call accounting and management solution is to keep operations smooth-running and make handling calls efficient so that neither the agents nor the customers end up frustrated. To meet the high demands of our customers, we have continued to expand our applications and added new features and products. These innovations enhance the features of your current call management system.

DeskMate^{Pro} is one of the latest addition to the IG Business Solution's range of reporting, monitoring, recording, and CTI software applications. Created, designed, and manufactured by CommSoft RMS, DeskMate Pro is the mobile application for IG Business Solution's CTI Client which showcases portability and enables the user to perform CTI-related functions. It provides a unified and automated method of handling customer interaction.

Explore these remarkable features of DeskMate Pro and gain your competitive advantage:

1. Make Calls Directly From Mobile Phone

Agents don't need to be by the phone on their desk when handling calls. With CTI call controls (i.e answer, hang up, hold, transfer, record, etc.) they can make and receive calls anywhere anytime with just their cellphones.

2. View Call History and Call Details

With a Call History Tab, it is now easier to keep track of the calls you've made, answered, or missed. Call details for each number is also available such as date and time, duration, call style, etc.

Click-To-Call: Agents will be allowed to call customers without having to manually dial a phone number just by tapping an entry from the list of calls on the history tab. By saving your agents some efforts, you can increase their overall performance.

3. Contacts

Access all your contact details to keep track of names, addresses, telephone numbers, and other information. This also lets you make a call just by tapping an entry from the contact list.





4. Chat

If you are in a call and in need to reach another agent, you may use the chat feature. This works like your usual messages on your phone so you can send, edit, and attached image file on your messages. You can also identify unread messages with the Unread Messages Badge on the right side of the each message conversation.

5. Switch from Audio to Video Call

During a call, you can switch to video call by tapping on the video button at the bottom of the screen.

6. Switch from Video to Audio Call

When on a video call, tap the call button to switch to audio call.

7. Hold and Unhold Call

During a call, you can put the call on hold by tapping the hold button and tapping it again to unhold.

8. Transfer Call

Transfer a call to another by selecting/ dialling the number and tapping the transfer button.

9. Mute and Unmute Microphone

A toggle button in its interface allows you to mute or unmute the microphone of your device.

10. Volume On and Off

Set volume preference with the volume control.

11. Record Call

Call recordings are important for businesses as it protects your company from legal headaches. Also, listening to recorded customer calls allows you to learn more about your customers.

12. DTMF

Dual-tone multi-frequency (DTMF) is used for telecommunication signaling between telephone handsets and switching centers in voice-frequency bands.

13. Drop Call

After dialling a number, you can drop the call anytime by tapping the drop call button.

14. Receive and answer a Call

Answer an incoming call by tapping the green phone/answer button.

15. Set and Reset Break modes

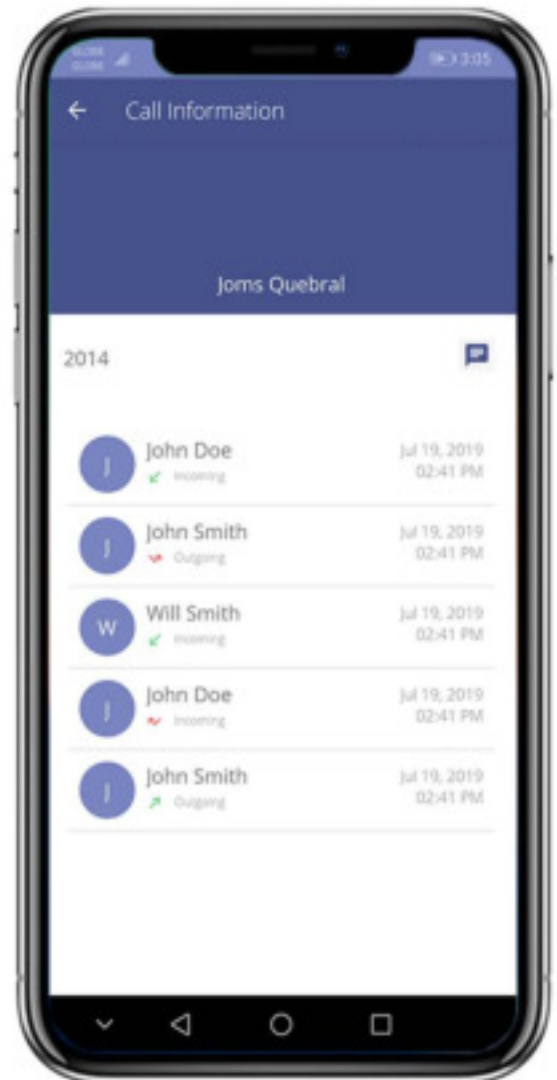
You have the option to set and reset break modes accordingly.

16. Account Configuration

Configure and set up your account according to your preferences.

17. API Configuration

An application program interface (API) allows two software programs to communicate with each other. The API defines the correct way for a developer to write a program that requests services from an operating system (OS) or other application.





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