

# Kinitron VoIP Solutions:

## Kinitron Call Centre:

Kinitron Call Centre VoIP (Voice over Internet Protocol) telephony solution provides everything you would expect from a 'best of breed' call centre telephony solution.

Kinitron Call Centre is a unique and customizable solution providing high levels functionality that fully delivers the specific requirements and demands of a modern call centres. Kinitron Call Centre provides multiple queues, queue-monitoring, agent monitoring, call recording, and real-time call handling statistics, Kinitron Call Centre flexibility provides platforms and solutions that meet a range of customer requirements from the smallest Call Centre operation to the largest Call Centre business.

## Kinitron Call Centre Highlights:

- 50% cost saving when compared with traditional deployments
- Highly portable across multiple locations
- Fully featured management tools
- Multiple incoming queues
- Fully customizable Interactive Voice Response (IVR) for each queue
- Call monitoring
- Call recording
- Ideal for telesales and customer service from homes or remote locations
- Significant cost reductions
- Extend customer service after hours to home-based agents
- Reduced number of incoming BT lines



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## Kinitron Telephone Service (VoIP):

Kinitron Telephone Service is VoIP (Voice over Internet Protocol) telephony service that delivers unrivalled customer service levels, quality of service and significant call cost savings. Where a customer has deployed equipment at their prime location (HQ) and additional handsets at off-site premises (branches, remote locations and home workers) including international locations, telephone calls can be made free of charge between these users. Other landline destinations are priced at 1p per minute for UK local, UK national and international destinations with 1p per minute minimum connection charge. Please refer to the Kinitron Call Tariffs table below:

Kinitron Telephone Service provides a fully itemized bill of every call made from each customer location. Billing can be centralized for customers with multiple locations by a submitting a single invoice to the company's central office for payment. Customer billing can be produced in electronic format, where appropriate.

## Kinitron Call Tariffs:

Destination	Landlines(/min)	Mobiles(/min)	Branch Office	Remote Users
UK	1p	from 9p	0p	0p
Australia	1p	11p	0p	0p
Argentina	2p	12p	0p	0p
Brazil	1p	7p	0p	0p
USA/Canada	1p	1p	0p	0p
China	1p	1p	0p	0p
France	1p	11p	0p	0p
Germany	1p	16p	0p	0p
Hong Kong	1p	1p	0p	0p
India	from 8p	9p	0p	0p
Russia	2p	3p	0p	0p
Singapore	1p	1p	0p	0p

All quoted call rates are exclusive of VAT. All calls are subject to a minimum charge of 1p (where appropriate).