ContactQ is a fully featured channel friendly Contact Center that delivers the ability for customers & Voice & Data resellers to quickly take full ownership of this unique and powerful solution.

What is ContactQ?
ContactQ is the next generation Call Center Application Server being developed as both a supported commercial product and also as an open source GPL project.

ContactQ has been designed for inter-working with VoIP Switches like Asterisk, Avaya, Cisco, LG Nortel Mitel, Nortel, Panasonic, Samsung & Shortel. It can be deployed both as a premised based solution and as a hosted solution.

ContactQ will provide Customized improvements into your business by dramatically enhancing customer satisfaction,automating repetitive tasks and delivering real accountability in performance

BRAXTEL
COMMUNICATIONS

Who are Braxtel?

Braxtel Communications have been providing comprehensive Contact Center software since 1997. The Fluency solution has been delivering IVR, ACD, Dialer, Call recording and extensive live and historical reporting as a popular alternative to work successfully with most legacy and modern PBX and IP platforms.

ContactQ is the next generation Contact Center utilizing Open Source technology to lower costs while increasing simplicity and functionality.

Braxtel have been delivering feature rich but lower cost contact center alternatives successfully to Avaya, Cisco & Nortel partners and businesses for many years now. With **ContactQ** you take the next step in contact center evolutiuon.
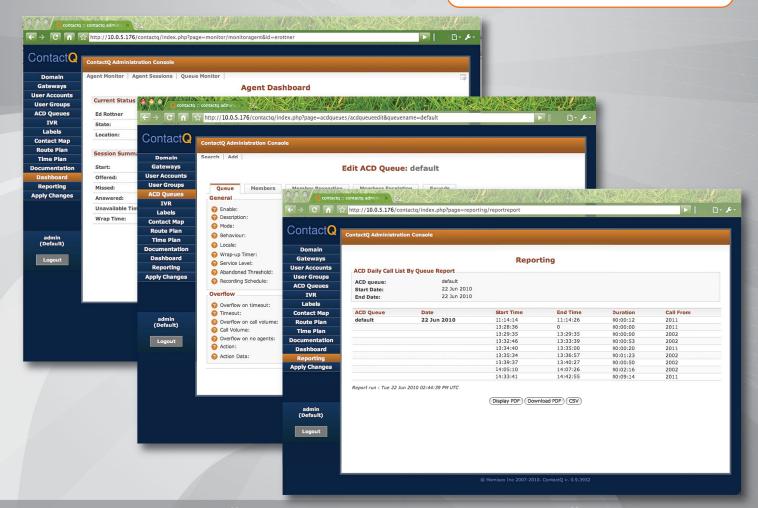
ContactQ Features

- Multiple ACD call routing modes with customised overflows and routing
- Cross platform web based desktop agent application
- IVR engine fully scriptable using SMXML
- User friendly IVR design & programming application
- Skills / priority based routing with 9999 skill levels
- Real time agent & queue information delivered directly into web based Management screens
- Supports 100 Queues, 500 agents and/or supervisors
- Historical reports with data archive management
- Intelligent web based administration interface requires no operating System knowledge
- Simple download or installation from ISO image
- Deployed as CentOS appliance supported under commercial licensing terms
- SIP gateway
- API / SDK for user management and configuration
- Service gateway for HTTP requests enabling application integration
- Directory services integration and SNMP monitoring

What is the Open Source ContactQ difference

Braxtel have created this fully featured Contact Center, building on pure Open Source technology. Allowing the user or partner to become fully empowered as well as bringing the price down to very affordable levels.

- Open Source technology is now a prerequisite within many public and private vertical markets
- Evaluation and development versions can be downloaded from the open source project website. www.contactq.org
- Designed with multiple domains for pure hosting capabilities
- SIP Media Gateway with local SIP accounts or remote SIP accounts via a proxy/Registrar
- Development tweets at www.twitter.com/contactqdevel
- Comprehensive Contact Center feature set delivered through a single web browser administration interface