



HoduC

Call Center Software

TECHNICAL SPECIFICATIONS

KEY FEATURES

- Multi-Tenant Support
- Multi-Lingual Support
- Multiple Dashboards
- Google Single Sign ON
- Skill Based Mapping
- Multi-Level IVR
- IVR Routing for Pre-authentication
- Trunk/Gateway Management
- DID Management
- Campaign Management
- Configurable Scripts for Agents
- Lead Management
- Easy Agent Management
- Agent Callback Management
- Easy to Configure Call Routing
- Voicemail
- Music on Hold (MOH)
- Sticky Agent
- Document Sharing
- Barge-in / Coach / Monitor
- Abandoned Call Dialing
- DNC Control
- CID Routing
- Blacklist Number
- Answering Machine Detection (AMD)
- Week Off and Holiday Mode
- Random ANI Group
- Prefix Time Zone Dialling
- TTS (Text to Speech)
- 3rd party Cepstral Integration
- Outbound Job Scheduler
- Job Query Filter
- Queue Call Back
- Access Restrictions

- Queue Call Back
- Access Restrictions
- Templates for SMS
- URL Config (iFrame Support)
- Auto Pause Agent
- System Codes (For use of External Softphone/IP Phone)
- Remote Agent (PSTN/VOIP)
- Call Recording Encryption
- Agent, Queue, Job, Call SLA
- API for Third-party Integrations

WEBRTC PHONE

- Call on Mute
- Call on Hold
- DTMF to Dial Call Manually
- WebPhone API

ADVANCED DIALERS

- Predictive
- Auto
- Progressive
- Promotional
- Manual
- Preview
- SMS

AUTOMATIC CALL DISTRIBUTION

- Agents-With-Fewest-Calls
- Agents-With-Least-Talk Time
- Longest-Idle-Agent
- Ring-All
- Round Robin
- Top-down Approach

CALL TRANSFER

- Agent
- Queue
- Supervisor
- External Number
- Campaign
- Agent/Supervisor & other
- Number
- External Group
- IVR
- IVR Survey

CALL CONFERENCE WITH

- Supervisor
- External Number
- Agent
- Queue
- Agent External
- External group
- Conference Number

INTERNAL TICKETING SYSTEM

- Ticket Creation (Manual/Auto)
- Ticket Status Management
- Ticket Category Management
- Internal Comments
- Transfer Ticket
- Customer Mapping

INTERNAL CRM

- Customer Group Management
- Customer Data Management

- ⦿ Custom CRM Fields
 - ⦿ Advance and Basic CRM Layout
-

DISPOSITION

- ⦿ Call Disposition
 - ⦿ Ticket Disposition
 - ⦿ Multi-level Disposition
 - ⦿ GET/POST action based Disposition
 - ⦿ Disposition Shortcuts
-

CHAT

- ⦿ Internal Chat (Agent/Supervisor)
-

SMS

- ⦿ Outbound - Broadcast
-

E-MAIL

- ⦿ Outbound
-

REAL-TIME ANALYTICS AND REPORTS

- ⦿ Live Call Monitoring
- ⦿ Agent Performance
- ⦿ Real-Time Queue & Agent Status
- ⦿ Real-Time Call Status
- ⦿ Real-Time Campaign Monitor
- ⦿ Call Quality Analysis
- ⦿ Queue wise Dashboard
- ⦿ Campaign Dashboard
- ⦿ Omni-Channel Dashboard
- ⦿ Agent QA Details
- ⦿ Customer Survey
- ⦿ Call Disposition Details
- ⦿ 100% Voice Logging/Recording
- ⦿ Recording Playback & Download Options

REAL-TIME ANALYTICS AND REPORTS

- ⦿ System Reports
 - ⦿ Call Details Records
 - ⦿ Supervisor Reports
 - ⦿ Agent Reports
 - ⦿ Campaign Reports
 - ⦿ SMS Dialer Reports (Broadcasting)
 - ⦿ Custom Reports
-

ADD-ON FEATURES

- ⦿ IVR & Agent Survey
 - ⦿ Quality Analysis
 - ⦿ SMS Broadcasting
-

SOFTWARE SPECIFICATION

- ⦿ Product: HoduCC
- ⦿ Model: Single Tenant (ST) /Multi-Tenant (MT)
- ⦿ Channel: Voice
- ⦿ Version: 3.5.X
- ⦿ Operating System: CentOS 7 - 64 bit
- ⦿ Web Server: Apache
- ⦿ Database Server: MariaDB
- ⦿ Call Engine: Freeswitch
- ⦿ Signaling Protocol: SIP (RFC3261)
- ⦿ Audio Codecs: G.711 A-law/U-law, G.722, OPUS
- ⦿ DTMF Method: RFC2833, and SIP Info
- ⦿ Encryption: TLS, HTTPS, WSS
- ⦿ Fraud Prevention: Fail2ban, Whitelist, Blacklist,
- ⦿ Password Policy, IP based Access
- ⦿ SIP Endpoints: Unlimited
- ⦿ Agent/Supervisor: Based on License
- ⦿ Concurrent Calls: Based on License

CRM INTEGRATION

- ⦿ Zoho PhoneBridge Click2Call
- ⦿ Salesforce WebPhone
- ⦿ Zendesk WebPhone

ARCHITECTURE DESIGN

- ⦿ Single Server Architecture
- ⦿ Distributed Server Architecture
- ⦿ Cluster Server Architecture
- ⦿ High Availability Architecture
- ⦿ Disaster Recovery Architecture
- ⦿ High Availability + Disaster Recovery Architecture

HARDWARE SPECIFICATION

HoduCC - Call Center Software


Sr. No.	Features	Configuration	Configuration	Configuration	Configuration	Configuration
1	Number of Seats	Scalable upto 10	Scalable upto 25	Scalable upto 50	Scalable upto 100	Scalable upto 200
2	Number of Simultaneous Calls	25	75	150	300	500
3	Operating System	CentOS - 7 (Latest 64 bit)	CentOS - 7 (Latest 64 bit)	CentOS - 7 (Latest 64 bit)	CentOS - 7 (Latest 64 bit)	CentOS - 7 (Latest 64 bit)
4	CPU	Xeon Processor (2.5+) 4 Cores / Threads	Xeon Quad Core Processor (2.5+) 8 Cores/- Threads	Xeon Quad Core Processor (2.5+) 16 Cores/- Threads	Xeon Hexa Core Processor (2.5+) 24 Cores/- Threads	Xeon Quad Core Processor (2.5+) 32 Cores/- Threads
5	RAM	8 GB (Expandable upto 64)	8 GB (Expandable upto 64)	16 GB	32 GB	32/64 GB (Expandable upto 64)
6	Physical Local Disk Drive (SSD Only)	Root : 50 GB SSD Home : 100 GB SSD Considering maximum of 1000 hours of wav-mono file recording per day	Root : 50 GB SSD Home : 100 GB SSD Considering maximum of 1000 hours of wav-mono file recording per day	Root : 50 GB SSD Home : 100 GB SSD Considering maximum of 1000 hours of wav-mono file recording per day	Root : 50 GB SSD Home : 100 GB SSD Considering maximum of 1000 hours of wav-mono file recording per day	Root : 50 GB SSD Home : 100 GB SSD Considering maximum of 1000 hours of wav-mono file recording per day

Sr. No.	Features	Configuration	Configuration	Configuration	Configuration	Configuration
7	Local/Net-work Storage	Minimum 500 GB (Need to decide based on backup and storage requirement) 1 GB = 15 hours of wav-mono recording	Minimum 500 GB (Need to decide based on backup and storage requirement) 1 GB = 15 hours of wav-mono recording	Minimum 500 GB (Need to decide based on backup and storage requirement) 1 GB = 15 hours of wav-mono recording	1 TB (Need to decide based on backup and storage requirement) 1 GB = 15 hours of wav-mono recording	2 TB (Need to decide based on backup and storage requirement) 1 GB = 15 hours of wav-mono recording
8	RAID (Optional)	RAID 0, 1 or 10	RAID 0, 1 or 10	RAID 0, 1 or 10	RAID 0, 1 or 10	RAID 0, 1 or 10
9	Ethernet	Gigabit Ethernet Port	Gigabit Ethernet Port	Gigabit Ethernet Port	Gigabit Ethernet Port	Gigabit Ethernet Port

HoduSoft
Redefine Communication

Follow Us on



 1403/04, Shilp Epitome, Near Infostretch, Behind Rajpath Rangoli Rd, Ahmedabad, Gujarat 380054.

 www.hodusoft.com

 sales@hodusoft.com

 +1-707-708-4638, +91-886-672-8362