



# HoduC

Contact 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 for Call, SMS, Email, Chat and Social Media
- 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
- Response Message Scripts
- Auto Response Messages for SMS and Social Media Channels
- Templates for SMS, WhatsApp and Email
- URL Config (iFrame Support)
- Auto Pause Agent
- System Codes (For use of External Softphone/IP Phone)
- Remote Agent (PSTN/VOIP)
- Customizable Widget (For Webchat, Audio and Video calls)
- 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
- WhatsApp

## 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
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## INTERNAL CRM

- ⊙ Customer Group Management
  - ⊙ Customer Data Management
  - ⊙ Custom CRM Fields
  - ⊙ Advance and Basic CRM Layout
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## DISPOSITION

- ⊙ Call Disposition
  - ⊙ Ticket Disposition
  - ⊙ Multi-level Disposition
  - ⊙ GET/POST action based Disposition
  - ⊙ Disposition Shortcuts
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## CHAT

- ⊙ Internal Chat (Agent/Supervisor)
  - ⊙ Live chat (Customer)
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## SMS

- ⊙ Inbound
  - ⊙ Outbound
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## SOCIAL MEDIA

- ⊙ Facebook
- ⊙ Twitter

- ⊙ Instagram
  - ⊙ Whatsapp (3rd party Integration through MessageBird)
  - ⊙ Telegram
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## E-MAIL

- ⊙ Inbound
  - ⊙ Outbound
  - ⊙ Email Template
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## 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
- ⊙ System Reports
- ⊙ Call Details Records
- ⊙ Supervisor Reports
- ⊙ Agent Reports
- ⊙ Campaign Reports
- ⊙ SMS Dialer Reports (Broadcasting)
- ⊙ WhatsApp Dialer Reports (Broadcasting)
- ⊙ Multimedia Reports
- ⊙ Custom Reports

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## ADD-ON FEATURES

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

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## SOFTWARE SPECIFICATION

- ⦿ Product: HoduCC
- ⦿ Model: Single Tenant (ST) /Multi-Tenant (MT)
- ⦿ Channel: Omni Channel
- ⦿ 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
- ⦿ Video Codecs: VP8
- ⦿ 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

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## CRM INTEGRATION

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

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## HARDWARE SPECIFICATION

- ⦿ Single Server Architecture
- ⦿ Number of Seats up to 200
- ⦿ Number of Simultaneous 500 Calls
- ⦿ OS Centos 7 latest 64-bit
- ⦿ CPU Xeon Processor (2.5+)
- ⦿ 16 Cores & 32 Threads
- ⦿ RAM 32/64 GB (Expandable up to 64 GB)
- ⦿ Hard Drive 100 GB SSD
- ⦿ Hard Drive 2 TB (Need to be decided based on backup & storage requirement)
- ⦿ RAID (optional) RAID 0, 1 or 10

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## 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 & Contact 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
7	Local/Network 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

Sr. No.	Features	Configuration	Configuration	Configuration	Configuration	Configuration
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