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Matrix Comsec gearing up to explore Call Center Industry with Solutions from Teckinfo, India

Matrix Comsec is a leading manufacturer of VoIP products such as IP-PBX, IP-Servers, VoIP Gateways and IP Phones. The global customer base of Matrix VoIP solutions ranges from leading manufacturing enterprises, corporate and hotels to various size call centers. To further strengthen the position in the call center industry, Matrix Comsec recently tested and integrated the range of IP-PBX and VoIP gateways with the contact center solutions from Teckinfo, India.

"Matrix has developed a fine range of IP-PBX and VoIP Gateways to suit the requirements of all types of inbound, outbound and blended call centers. To increase the customer value, we have identified the need to offer more opportunities to call centers to increase their efficiency and productivity through better call center solutions." said Sajeev Nair, Manager-Product Management for Matrix Comsec. "After evaluating various call center solutions available in the domestic market, we have selected Teckinfo, for its range of contact center software suite, to integrate with our range of IP-PBX and VoIP gateways."

"Interdialog is a feature rich software suite for modern call centers and has been acclaimed by leading call centers in the domestic market. With this mutual association we look forward to offer our call center customers more flexibility to select software suites for their changing needs and ensure the long-term business opportunities. Besides the domestic market, we aspire to take forward this association to international market to strengthen the position of Matrix as a preferred solution for global call center industry." continued Sajeev Nair.

"Matrix VoIP products are loaded with advance features for PSTN, GSM/3G and ISDN offering more opportunities to call centers to achieve cost optimization and high level of customer services through various channels. To capitalize on the capabilities of our products at the fullest we also tested other stand-alone solutions from Teckinfo such as messaging software, voice loggers, etc. so that our customers can generate more revenues from the single investment in Matrix VoIP products."

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