

Matrix Comsec gearing up to explore call center industry with solutions from Teckinfo, India

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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.

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“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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