

Matrix strengthens its reach in contact center solutions with interoperability of Teckinfo Solutions

Matrix Comsec is a leading manufacturer and provider of VoIP telephony solutions such as IP Phone Systems, VoIP Gateways and IP Phones. The global customer base of Matrix VoIP solutions ranges from small and large enterprises. To further strengthen its position amongst the leading VoIP platforms, Matrix recently completed interoperability of its ETERNITY range of IP-PBXs with Teckinfo Solutions.

Teckinfo is India based leading provider of Unified Contact Center, Customer Interaction Management, Help Desk And other Work Force Management Solutions.

Now-a-days highly reliable and fully-featured IP based communication systems are available for contact center business of all the sizes. The rapidly growing telecommunication technology is bringing in opportunities for contact centers to enhance the productivity and reduce operating cost. Matrix offers a field proven and future-proof IP-PBX range that has been tested and implemented by its users across the world.

Matrix Offerings:

- TAPI 2.2 Support
- Call Controlling Features - Dial, Transfer, Hold/Retrieve, Transfer, Conference
- Live Monitoring of Trunk and Extensions-Called Number, Extension Status, CLI of Received Calls

“This compliance of Teckinfo Unified Contact Center Suite with Matrix IP-PBXs will strengthen position of Matrix in the Call Center and

Contact Center industry,” said Prima Saraiya, Marketing Manager, (Telecom Solutions).

Teckinfo InterDialog Unified Contact Center Suite provides Automatic Call Distribution (ACD), Interactive Voice Response System (IVRS), Dialer, and Voice & Screen Logger along with Unified Agents capable of not only handling voice but also other media viz. Email, SMS, Chat and social media connectors.

“This interoperability will help Teckinfo and Matrix customer to experience enterprise quality and reliability with their calling activities.” added Prima Saraiya.

“Teckinfo is pleased to partner with Matrix. This move will enable Teckinfo InterDialog Unified Contact Center users to maximize the benefits of advance IP technology using ETERNITY IP-PBXs. Matrix users can expect to achieve the best performance from ETERNITY systems with InterDialog solution of Teckinfo,” said Dharmendra Rawal, from Teckinfo Solutions Pvt. Ltd.

About Matrix Comsec:

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; Matrix is committed to keep pace with the revolutions in the telecom and security industries. With around 30% of its human resources dedicated to research development of new technologies and products, Matrix has launched cutting-edge products like IP-PBX,

Universal Gateways, VoIP Gateways, IP Terminals, GSM Gateways, Access Control, Time-Attendance and Video Surveillance solutions.

These solutions are feature-rich, reliable and conform to the international standards. Matrix has an extensive network of 600+ system integrators spread across more than 50 countries including USA, Germany, Italy, Portugal, Spain, Australia, Thailand, Vietnam, Philippines, UAE, Saudi Arabia, South Africa and many others. Matrix solutions have gained trust and admiration in these regions due to their quality, engineering and performance. Some of the most coveted international awards in design & technology are testimony of the brand Matrix's commitment of delivering world-class telecom and security solutions to its customers.

About Teckinfo:

Teckinfo is a leading provider of Unified Contact Center, Customer Interaction Management, Help Desk And other Work Force Management Solutions. Our solutions are reliable, robust and scalable. Extensive domain expertise & knowledge helps us to develop and deliver Industry Specific CIM solutions and other Converged Voice and Data Products. We currently work in 30 odd industry verticals like Banking, Insurance, Telecom, Healthcare etc. providing them with customized solutions.

