CooCenter-S10+

CooCenter-S10+ is an all-in-one solution which includes a full-featured IP PBX, Call Center, CRM and Telemarketing systems. It is an ideal choice for small and micro enterprises wishing to improve internal communications, customer care, while also improving the efficiency of company telemarketing.

The CooCenter-S10+ includes IP PBX features, such as voicemail, video calls, paging and intercom, IVR, call recording. Call center features including call pop-up, ACD, call queues and CRM are all available and ready to use without any license fees.

☞ Advantages and Benefits

Cost-saving

For the price of a single CooCenter-S10+ unit, customers benefits from a fully-featured IP PBX system for daily business phone calls, plus an innovative call center system solution with built-in CRM functionality for telemarketing and customer care. This combined approach significantly reduces the cost that a small business would incur if they had to procure these solutions independently.

Easy to Install and Manage

CooCenter-S10+ is extremely easy to install and manage, no dedicated IT staff necessary. All features are ready to use out of the box, leading to a simple and trouble-free installation experience.

Security

A host of security related features help protect your business trade secrets. Recordings, call logs, local storage of customer data, VPN encrypted communications, PIN controlled outbound calling and different levels of system access control help ensure security of your telecommunications and business affairs.

☞ Feature Highlights

WebRTC

By utilizing the latest WebRTC technology, from within Web extensions agents can easily answer phone calls without handsets support.

Built-in CRM

Built-in entry-level CRM system helps small businesses improve communication efficiency with customers.

Call Popup

Incoming call popup on agents' Web extensions, contact's information and history of calls are all available to preview. This allows the agents to be better prepared when serving customers.

IVR (Multi-layer IVRs)

Multi-layer IVRs can efficiently lead callers to IP PBX extensions and call center queue agents according to the callers requirements. High efficiency call processing improves enterprises' production and overall customers' satisfaction.

Satisfaction Survey

Customer satisfaction is key to any successful business. CooCenter-S10+'s satisfaction survey helps enterprises establish a better customer service feedback mechanism to help ensure that customers are receiving an excellent level of service.

☞ Specifications

Hardware	RAM	1GB DDR3
	Storage	16GB SD Card
	USB (External Storage)	USB2.0 (Max. 1TB mobile HDD with external power supply)
	Ethernet	2x10/100Mbps
	Power	Input: AC 100~240V; Output: DC 12V 1A

System Capacity	Call Center Agents	20 (WebRTC or SIP extensions)
	IP PBX Extensions	40
	Simultaneous Calls	10

Telephony Interfaces	4FXO

Call Center Features	Call Popup	Call Queues	Callback Reminder
	Remote Agents	SIP Agents	WebRTC Agents
	ACD	Call Monitoring	Click-to-call
	Auto Dial	Satisfaction Survey	Call Statistics
	Built-in CRM	Questionnaire	Call Barging
	Whisper Coaching	IVR	Voicemail

IP PBX Features	Caller ID	Video Calls	Paging & Intercom
	Voicemail	DID	Voicemail to Email
	IVR	PIN Set	Call Recording
	3-way Calling	Conference Call	Phone Provisioning
	SIP Trunking	Blacklist	BLF
	Feature Codes	Call Transfer	Call Parking
	Call Forward	Call Hold	Call Waiting
	Ring Groups	Call Pickup	MOH

Network Features	Network Protocols	IPv4, IPv6
	Network Mode	Static IP, DHCP, PPPoE
	VPN (Server/Client)	L2TP, PPTP, OpenVPN
	Transport Protocols	UDP, TCP, TLS
	Others	DDNS, HTTPS, SSH

Security	Firewall, IP Blacklist, Auto Defense

Codecs & Signaling	Audio Codecs	G.711 (a, u), G.729, G.722, G.726, GSM, Speex
	Video Codecs	H.264, H.263+, H.263, H.261
	Signaling	SIP (RFC3261), IAX2
	DTMF Mode	RFC2833, SIPINFO, In-band

Environment	Operating	0°C~40°C
	Storage	-20°C~55°C
	Humidity	5~95% no condensation

Dimension	Unit	440x232x44mm
	Packing	500x310x95mm

Gross Weight	2.4KG

ZYCOO