VOICE AGENT

COMTEL



OMNICHANNEL
CONTACT CENTER

VOICE AGENT

EXCELLENT CUSTOMER CONTACT

ENRICH your IFV communication platform with VOICE Agent — the complete, all-in-one OMNI CHANNEL CONTACT CENTER solution that empowers your organization to deliver seamless, professional, and highly effective customer connections, both at home and across the globe.

While technology opens endless possibilities, we believe that happy and engaged employees remain the true key to outstanding customer contact. By leveraging smart tools and virtual assistants — such as automated flows on chat, WhatsApp, and voice — you can streamline routine tasks, reduce workload, and give your team the freedom to focus on complex questions with a genuine, personal touch.
We are already shaping the future of customer service: intelligent technology handling the simple queries, so your organization can grow faster while delivering exceptional service.



VOICE AGENT - WHERE ALL CHANNELS COME TOGETHER

VOICE Agent is an advanced integrated communication platform, the ideal solution for contact centre and back offices. It helps you exceed customer expectations and elevate your service quality by unifying all channels — voice, email, SMS, and chat — into one seamless experience.
Every inquiry is handled efficiently and with a strong customer focus. Fully scalable, VOICE Agent adapts perfectly to organizations of any size and runs smoothly in private cloud or hosted environments. All you need is a web browser. Thanks to intelligent routing, every call, email, SMS, or chat is instantly directed to the right department or specialist.

" VOICE AGENT HANDLES THE ROUTINE
YOUR TEAM HANDLES THE MAGIC "

VOICE AGENT

COMTEL International

One Solution, Three Editions

VOICE AGENT
CORE

Voice Contact Center

A reliable and efficient voice contact center to manage customer interactions professionally and effectively.



- Inbound & outbound voice
- Queue management
- Real-time monitoring
- Easy administration

Grow from CORE pack, add agents, supervisors and add-ons such as call recording, wallboard or Teams integration, or upgrade to Professional for more channels, on the same platform.

PREMIUM pack allow you to build your complete omnichannel solution easily while ADAVACED is the ultimate solution for AI engines.

VOICE AGENT
PROFESSIONAL

Omnichannel Contact Center

Engage your customers across multiple channels for a seamless and consistent experience.



- Voice, chat, email, social and more
- Unified agent desktop
- Advanced routing & customer context
- Reporting and analytics

VOICE AGENT
ADVANCED

AI-Powered Contact Center

Take customer experience to the next level with AI-driven automation, intelligence and insights.



- AI agents and automation
- Speech and text analytics
- Sentiment analysis and insights
- Advanced workflows and integration

VOICE AGENT

COMTEL

GROWING EXPECTATIONS IN CUSTOMER EXPERIENCE

Customers today expect more than a single way to contact an organization, and there are many reasons behind this shift. Expectations around Customer Experience (CX) have significantly risen, driven in part by large enterprises that continue to set increasingly high standards—pushing others to reassess and improve their own CX strategies.

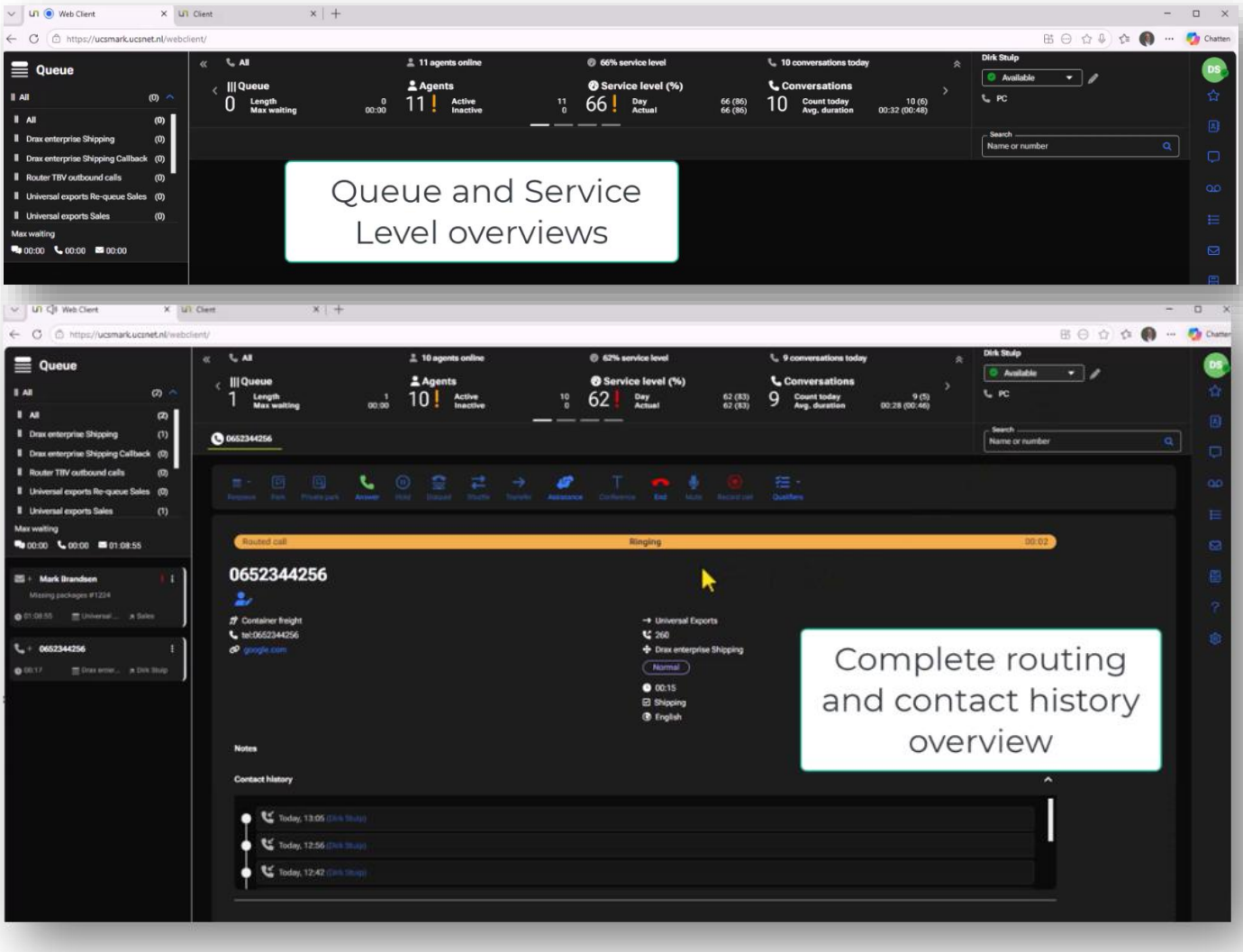
Today, CX covers the entire customer journey, from the initial purchase to service delivery, across every channel online, mobile, and through the customer contact centre (CCC). While digital interactions are expanding rapidly, the contact centre remains a critical touchpoint for shaping and preserving an organization's reputation.

In fact, the volume of customers reaching out to contact centre is still growing, particularly for more complex matters such as resolving digital issues or clarifying unclear situations. Handled effectively, these interactions can strengthen an organization's reputation; managed poorly, they can quickly damage it.

VOICE AGENT: QUALITY MONITOR

Measuring means understanding—but turning customer data into clear, well-founded insights is not always straightforward. Different systems generate different kinds of data, and their outputs are often difficult to compare. We help you make sense of it all, cutting through the complexity to highlight what really matters and where improvements can be made. In the end, meeting customer expectations is what counts most.

With quality monitoring, you can evaluate customer interactions in an objective way, aligned with your organization's goals, standards, and values. Detailed reports reveal strengths, weaknesses, trends, and actionable areas for improvement. They also support targeted employee coaching, you can guide staff more effectively, adapt to customer needs, and continuously refine your processes.



VOICE AGENT

COMTEL

Packages and features

Feature / Module	Core	Professional	Advanced
CHANNELS			
Voice Channel — CC Flow / Routing	Included	Included	Included
Mobile App	Included	Included	Included
Webchat Channel	—	Included*	Included
Email Channel	—	Add-on	Included
SMS Channel	—	Add-on	Included
WhatsApp Channel	—	Add-on	Included
USER LICENSES			
Concurrent Agent per License	Included	Included	Included
Concurrent Supervisor per License	Included	Included	Included
WebWallboard per Configuration	Add-on	Add-on	Add-on
ROUTING			
Advanced Routing (calendar / skill-based)	—	Add-on	Add-on
Outbound Campaign Module	—	Add-on	Add-on
Emergency / SOS Module	Included	Included	Included
Virtual Assistant	—	—	Add-on
BUSINESS INTEGRATION & INTELLIGENCE			
Calendar Integration	Included	Included	Included
Out-of-the-box ERP / CRM / KVS Integrations	Add-on	Included	Included
Custom ERP / CRM / KVS Integrations	—	Add-on	Add-on
Customer Satisfaction Survey (Interview)	—	Included	Included
Microsoft Teams Integration Module	Add-on	Add-on	Add-on
Webservices API	Add-on	Add-on	Add-on
Real-Time Call Transcription	—	Add-on	Add-on
Automatic Call Summarisation	—	Add-on	Add-on
PRODUCTIVITY & QUALITY			
Ad Hoc Announcements / Prompts	—	Included	Included
Call Recording Module	Add-on	Included	Included
BI4Connect	Add-on	Included	Included
Quality Monitoring — QM Webcoach	—	—	Add-on
Knowledge Management / FAQ	—	Included	Included
Workforce Management (WFM) Integrations	—	Add-on	Add-on

** Webchat is included in Professional; the channel be exchanged for Email, SMS or WhatsApp.*

LEGEND	
Included	Included as standard
—	Not available in this package
Add-on	Available as a paid add-on in this package

IT INFRASTRUCTURE COMPATIBILITY

System Requirements

> Processor Quad-core CPU ≥ 2.5 GHz
> Memory (RAM) Minimum 16 GB
> Storage Requirements Minimum 500GB
> Network Card At least one Eth 1Gbps or up, full duplex

Additional Storage (Operational Data):

> UCS Database: grows ~6GB per 1 million calls

It is possible to run the system in a virtual environment such as VMware ESX or Microsoft Hyper V. The minimal require-ments for such a virtual environment are the same as for a non virtualized system. UCS should run as single application with no other applications sharing the same processor.

Server Operating System

> Windows Server 2016 Standard or Essentials
> Windows Server 2019 Standard or Essentials
> Windows Server 2022 Standard

Database

> SQL Server 2016/2017/2019/2022
> Express **
> Standard or Enterprise
> Azure SQL database

**SQL Server Express only allowed for UCS Express Edition

COMTEL International
Marathon 2, 3rd Floor
1213 PH Hilversum, The Netherlands
E-mail info@comtelinternational.com
comtelinternational.com

COMTEL International

© Copyright 2026. All Rights Reserved.