

New videos focus on Asterisk in the future of the call centre

Submitted by: Foehn

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Foehn (<http://www.foehn.co.uk>), a leading UK systems integrator, has released a series of informative videos about call centres, how they work and where the technology and applications are heading.

Featuring new and unique footage from open source Asterisk experts, including Digium Founder and CTO, Mark Spencer, the Foehn videos focus on Asterisk as a strong base for building a call centre, Asterisk for call centre reporting and also Asterisk integrations for call centres.

Asterisk APIs (Application Programming Interfaces) enable experts to build call centre systems that best fit their business. In particular the Asterisk Rest Interface allows integrators to build custom communications applications, including custom call queues, custom predictive dialers and anything that a business needs for a successful modern call centre. Asterisk can be used with APIs from companies like Salesforce or SugarCRM, providing further power to enable organisations to choose to route calls based on the data available to them.

“The popularity of open source, and in particular Asterisk as a platform for building call centres, is growing and we want to share some insights into their current and future capabilities for call centre operations,” says James Passingham, Technical Director, Foehn. “The videos we’ve put together feature commentary from world renowned experts in open source and Asterisk as they relate to the call centre.”

“No two call centres are ever the same and the great thing about Asterisk is that we’ve been able to integrate with so many different technologies, from simple screen popping into a customer’s CRM system, to supporting payment gateways to manage sales, and call recorders for certain industry compliance, “ says Gary Muchmore, Operations Director, Foehn. “As Asterisk evolves these capabilities are growing and the videos provide examples of how call centres can work even more intuitively and effectively within their businesses.”

The videos, which are free to view and are available on the Foehn Resource Hub (<http://www.foehn.co.uk/resource-hub>), include commentary from David Duffet, Worldwide Asterisk Community Director, and Matt Jordan, Director of Engineering for Asterisk.

The three videos can be viewed here

Asterisk as great base for building a call centre

(<https://www.youtube.com/watch?v=gXeXjkSuKpQ&feature=youtu.be>)

Asterisk Call Centre Reporting (<https://www.youtube.com/watch?v=X50sHGLZN50&feature=youtu.be>)

Asterisk Integrations for Call Centres (<https://www.youtube.com/watch?v=epj35tylvHA&feature=youtu.be>)

Foehn will be releasing further educational and informative videos throughout 2015.

Further information:

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About Foehn – www.foehn.co.uk

Foehn is a leading communication systems integrator, delivering IP Telephony and contact centre solutions to small and mediums sized businesses. What makes us different is that we are passionate about Open Source technology. It enables us to provide innovative solutions that are more feature rich, easily integrated and cheaper than the proprietary platforms from legacy multi-national vendors, giving customers unrivalled ROI. Foehn's expertise, IP communications and open source technologies can redefine customer service, make businesses more agile and profitable.