



# Yeastar P-Series Phone System Contact Center Solution

AI-powered

Easy to Use

Reliable

This document outlines the Yeastar P-Series Phone System's service offerings for contact centers. Available both in the cloud and on-premises, Yeastar P-Series offers a complete package for voice, video, chat, call center, omnichannel messaging, AI capabilities and more. By integrating market-leading unified communications (UC) and contact center (CC) solutions into a single suite, Yeastar P-Series helps businesses boost engagement, collaboration, and operational effectiveness for customer success.

## Deliver Superior Customer Experience

Built with a customer-centric approach, [Yeastar contact center solution](#) surpasses traditional voice routing and management to offer omnichannel messaging support. With a complete list of inbound and outbound features, it seamlessly optimizes your customer service workflows and drive outcomes.

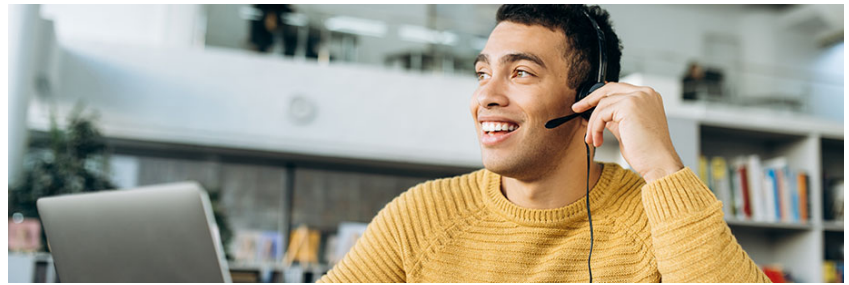
### Key Solution Capabilities

- Inbound / Outbound Call Center
- AI Assist and AI Receptionist
- Web Chat & Omnichannel Messaging
- Agent Collaboration & Quality Management
- Reporting & Analytics
- CRM Integrations & APIs
- High Availability

## Benefits

- ✓ **Integrated in your PBX.** One low-cost license to let anybody in your company help handle customer queries.
- ✓ **Seamless working** across multiple locations.
- ✓ **Resolve swiftly** using 24/7 AI agents, intent-based routing, and streamlined agent operations.
- ✓ **Maximize agent potential** with powerful monitoring, analytics and performance management to identify areas of opportunity and improvement.
- ✓ **Delight customers** with the freedom to contact your company over phone, web chat, SMS, social media, etc.
- ✓ **Reduce IT dependency** with everything ready out of the box.
- ✓ **Compliant** with data privacy and security standards: GDPR, PCI, ISO 27001, etc.

# Drive Efficiency with Easy-first Inbound Tools

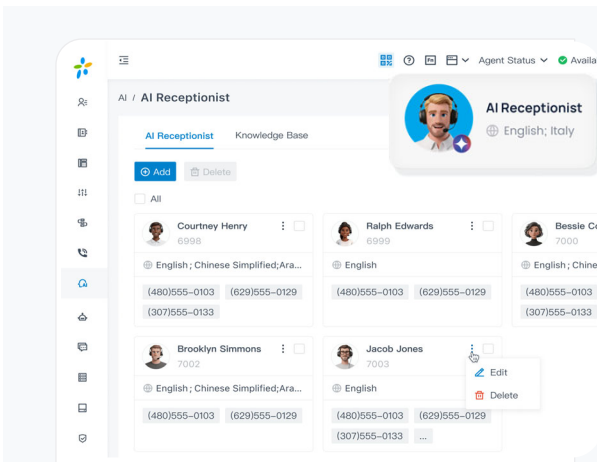


## Intelligent Call Routing

Achieve higher first-call resolution using AI agents or advanced self-service IVR and automatic call distribution (ACD). Routes calls based on queue priority, agent skill levels, time of day, language preferences, and more.

## AI Receptionist

Build intelligent agents that talk and take action. Resolve customer issues 24/7, automate tasks, and deliver accurate answers – all grounded in your data, tailored to your workflow, and ready to deploy at scale.

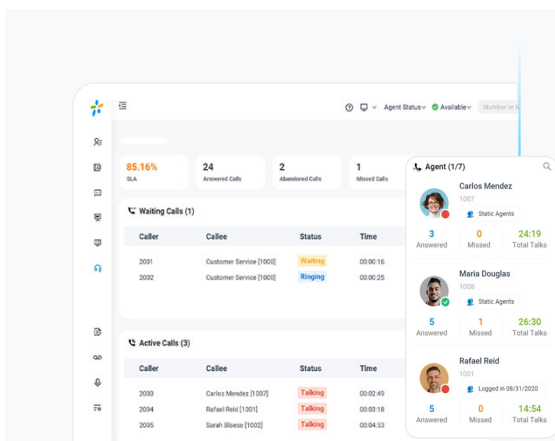


### Key functionality:

- ✓ Custom and prebuilt AI receptionists with no-code orchestration
- ✓ Intent-based call routing with full conversational context
- ✓ Knowledge base: Your uploaded business documents/websites
- ✓ Multilingual interaction in 34 languages & customizable voices
- ✓ Dedicated AI receptionist performance reports
- ✓ Execute cross-system workflows: CRM interaction, appointment scheduling, order management and more (Coming Soon)

## Queue Panel

Take full control of your call center operations in a single pane of glass. Whether handling live calls or coaching agents, the operational panel gives you the total visibility and the tools needed to drive daily efficiency.

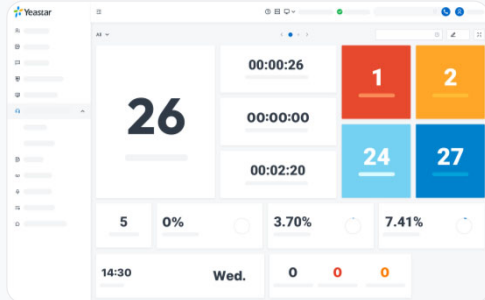


### Key functionality:

- ✓ Manage agent status: login/out, pause/unpause
- ✓ Handle queued calls: drag-and-drop distribute & transfer
- ✓ Live agent coaching: click to listen-in, whisper, barge-in monitor
- ✓ Track & label missed call processing results
- ✓ Display real-time active/waiting queued call list
- ✓ Display real-time performance data for each agent or overall queue performance by selecting any queue or custom

## Real-time Wallboard

Visualize your call center's key metrics in one easy-to-use, real-time dashboard. Monitor individual queues and custom queue groups with aggregated statistics. Quickly detect trends and take timely actions.

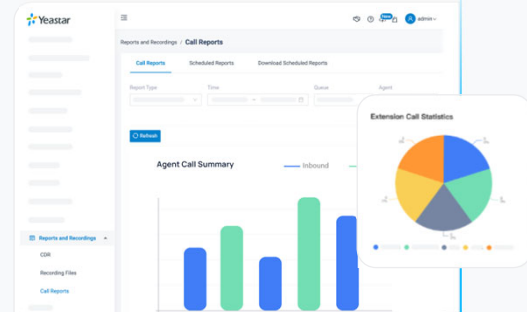


### Key functionality:

- ✓ Intuitive widget-based view and informative chart view
- ✓ Realtime visibility into metrics like call volume, missed rate, etc.
- ✓ Track real-time statistics of one or multiple queues
- ✓ Automatic notification on SLA threshold

## Call Center Reports

Gain the business insights needed to maximize agent performance and provide better customer service and run targeted analysis over your call center data.

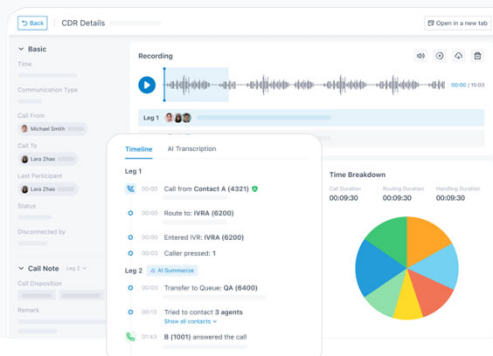


### Key functionality:

- ✓ 14 pre-built report templates covering essential dimensions
- ✓ Create custom reports by selecting specific datasets, metrics, filters
- ✓ Intuitive graphs, charts, and aggregate data for greater visibility
- ✓ Scheduling automatic report delivery

## Advanced CDR with Timeline

Dig into call details with a timeline-based CDR that show the entire journey of a call. Unify call logs, recordings, agent notes, dispositions, and duration breakdowns in a single pane of glass for full visibility.



### Key functionality:

- ✓ Track full call journey with separate call legs for each routing
- ✓ Call duration pie charts for time breakdown analysis
- ✓ Drag call recording waveforms to listen & review key moments
- ✓ Review and update agent notes, remarks, and disposition tags
- ✓ Row data download and APIs for advanced analysis

## Agent Productivity Features

Increase agent productivity with purposely-built features that streamline call management and documentation for agents.



### Queue Call Logs

Display agents' own queue call logs for easy tracking. Quickly filter missed calls, call back, and mark call outcomes for efficient follow-up.



### Call Disposition

Label calls with customizable disposition labels, such as "Resolved" and "Follow-up Required", and add custom notes to better insights.

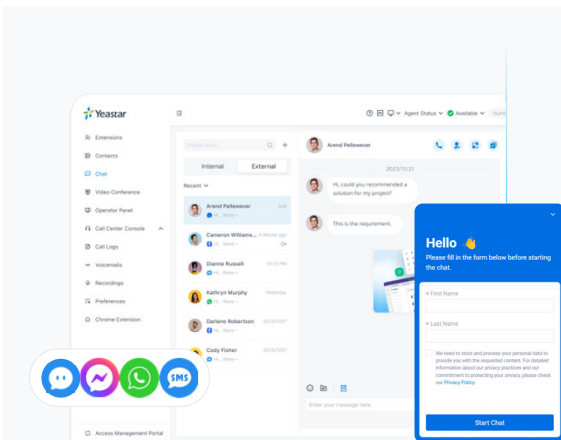


### AI Call Summary

Reduce manual note-taking for agents with AI Call Summary that highlights key points and generates actionable to-do lists.

## Omnichannel Messaging

Add messaging channels alongside your voice support. Manages call customer chats in a single inbox for faster and easier support.

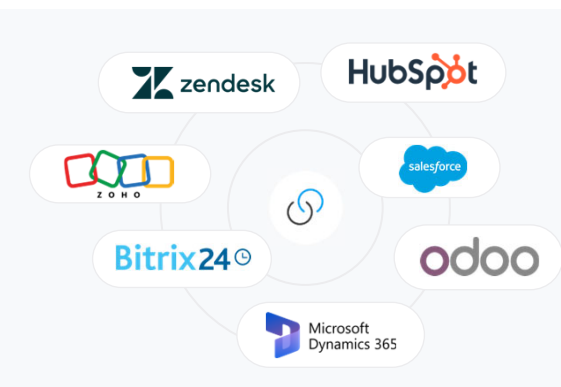


### Key functionality:

- ✔ Website live chat, SMS, WhatsApp, and Facebook messaging
- ✔ Omnichannel messaging API for custom integration
- ✔ Message queues, auto agent assignment, and contact matching
- ✔ Chat transfer and group chat
- ✔ Chat logs and message detail records
- ✔ SMS & WhatsApp bulk messaging campaign

## Pre-built CRM Integrations & APIs

Link the system with your CRM or helpdesk, sync contact data, and bring up the customer contact record before you answer that call.



### Key functionality:

- ✔ Quickly identify who's calling or as messages come in
- ✔ Automatic call popup
- ✔ Click to call directly from CRM interfaces
- ✔ Automatically log calls to CRM records
- ✔ Easily integrate with any CRMs that support REST API

# Reach Customers with Seamless Outbound Calling Capabilities

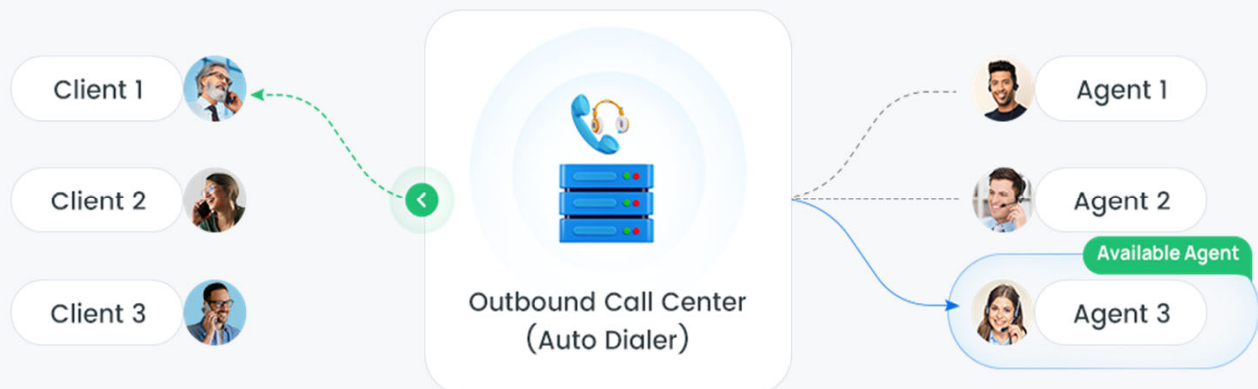


## Built-in Auto Dialers

Automate the dialing process and connect agents a live prospect efficiently. Let your agents handle interactions that require a human touch, while routing the rest to pre-configured destinations like IVR for maximum outreach.

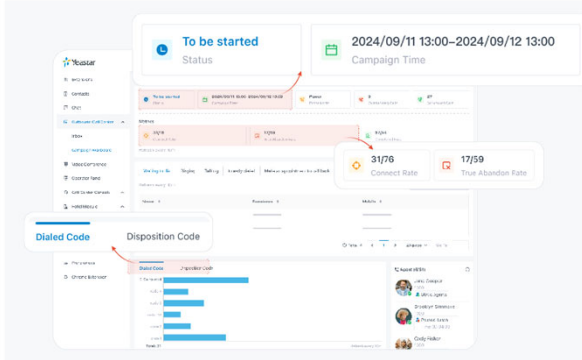
### 3 Auto dialers for every need:

- **Progressive Dialer**: Dial on a one-to-one basis to establish high-quality connections between leads and agents.
- **Power Dialer**: Optimize call volumes and agent availability by adjusting dialing rates to minimize dropped or abandoned calls.
- **Agentless Dialer**: Connect with customers for simple messages or telemarketing, without requiring live agent availability. This enables rapid outreach to a broad audience.



## Outbound Campaign Wallboard

Discover up-to-the-minute outbound campaign performance metrics, detailed dialing logs, and call disposition summary — all from a single, intuitive wallboard. Supervisors can leverage the dashboard to monitor and optimize campaign performance in real time.

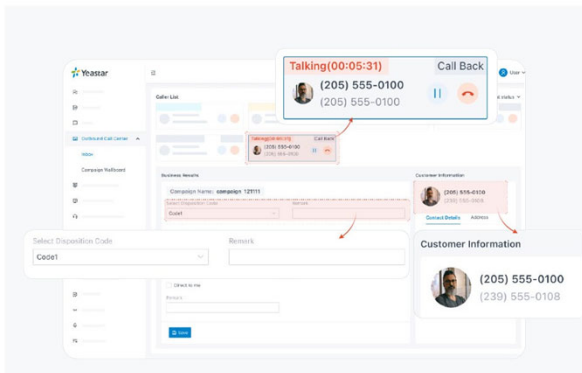


### Key functionality:

- ✔ Track outbound campaign statistics
- ✔ Monitor live KPIs: connect rate, abandon rate, and more
- ✔ Visualize dial results & dispositions summary
- ✔ Filter and search dialing logs in seconds
- ✔ Track queue agents' status in one place

## Agent-based Call Inbox

Streamline operations with a unified operation hub for agents, combining complete view of all assigned campaign calls, contact details, call dispositions, and callback schedules in one convenient location.

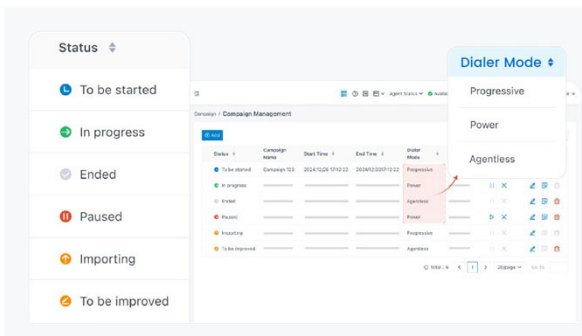


### Key functionality:

- ✔ View real-time active/waiting calls
- ✔ Answer, hang up, or manage assigned calls
- ✔ Access detailed customer information
- ✔ Label call outcomes and add remarks
- ✔ Schedule an automatic callback

## Easy Campaign Management

Running outbound call campaigns effortlessly with easy campaign management tools. Enable outbound queue managers to effortlessly create, schedule, and monitor outbound call campaigns.



### Key functionality:

- ✔ Keep track of all campaigns in a unified list
- ✔ Set campaigns: dialing hours, dial mode, DOD, etc.
- ✔ Manage outbound queues with ease
- ✔ Manage call disposition tags

# Integrated Contact Center Features



The table below provides an overview of the integrated call center features available in the Yeastar P-Series Phone System. Features marked with an \* (asterisk) require the Yeastar P-Series Phone System Enterprise Plan or higher. Outbound Call Center features is currently only supported on P-Series Software Edition.

## Call Queue Treatment

- Interactive Voice Response (IVR)
  - Multi-level
  - Multi-lingual
  - Time condition-based
- Automatic Call Distribution (ACD)\*
- Skill-based Routing\*
- Priority Queue & Acceleration
- Automatic Queue Callback\*
- Queue Ring Strategies
  - Liner (Fixed Order)
  - Ring All (Simultaneous)
  - Rrmemory (Rotary)
  - Fewest Answered
  - Least Recent
  - Random
- Music on Hold
- Custom Voice Prompts
- Queue Position Announcement
- Estimated Wait Time Announcement

## Team Collaboration

- Agent Presence Status
- Call Transfer (Cold/Warm)
- Three-way Calling
- 1:1 and Team Chat\*
- File Sharing\*

## Agent Experience

- Web-based UX
- Dynamic & Statistic Agents
- Queue Panel\*
- Call Disposition\*
- Queue Call Logs
- Screenpop
- Contact Record Display\*
- Linkus UC Clients
- Computer Telephony Integration (CTI)
- Voicemail Announcement\*

## Quality Assurance

- PCI-compliant Call Recording
- Call Monitor, Whisper, Barge-in
- Post Call Surveys\*

## Dashboard & Reporting

- Wallboard & Real-time Analytics\*
- SLA Monitoring & Notifications\*
- Real-time and Historical Reports\*
- 14 Pre-built Report Templates
- Custom Reports
- Advanced CDR with Call Timeline

## AI Capabilities

- AI Receptionist\*
- Call Transcription & Summary\*
- AI TTS for Prompt Generation\*

## Outbound Call Center

- Auto Dialer\*
  - Power, Progressive, Agentless
- Agent Inbox Panel\*
  - Call List, Call Disposition, Callback Scheduling, etc.
- Outbound Campaign Wallboard\*
- Do-Not-Call (DNC) List\*

## Omnichannel Messaging

- Web Live Chat
- SMS Integration\*
- WhatsApp Integration\*
- Facebook Messenger Integration\*
- Message Queue\*
- Message Detail Records\*
- Omnichannel Message API\*

## Integrations

- CRM/Helpdesk Integration\*
- Open APIs\*
- Linkus SDKs\*

For more information, please contact a sales representative.

## **About Yeastar**

Founded in 2006, Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 650,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers PBX and VoIP gateway solutions that are easily accessible from ownership and adoption to daily usage and management, helping businesses realize digital value.

## **About Smarthills**

Smarthills Corporate Solutions Limited is the Authorized Distributor and Authorized Training Partner of Yeastar in Papua New Guinea. We provide competitive local pricing, local product warranty and RMA services, and in-person certification training for end user & channel partners. We also cover other South Pacific countries, ie. Fiji, Solomon Islands, Tonga, Samoa, Timor Leste and Vanuatu.