



# 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.

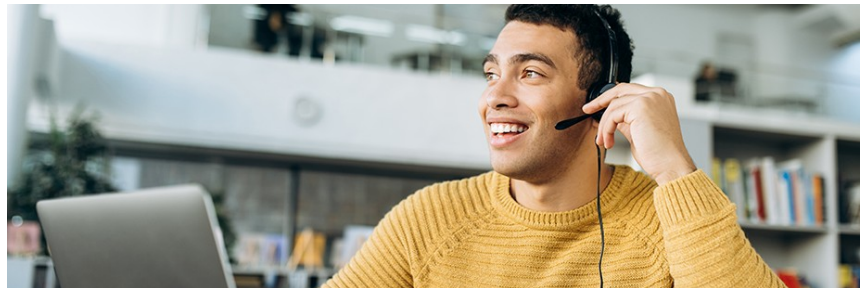
### Key Solution Capabilities

- 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

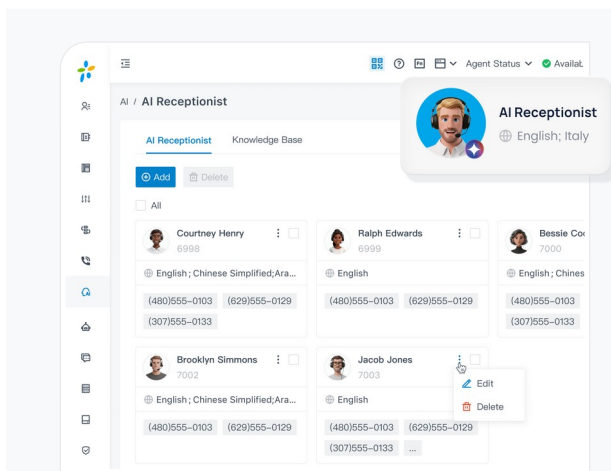


## Intelligent Call Routing

Achieve higher first-call resolution using AI agents or advanced self-service IVR and automatic call distribution (ACD). Routes calls based on 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.

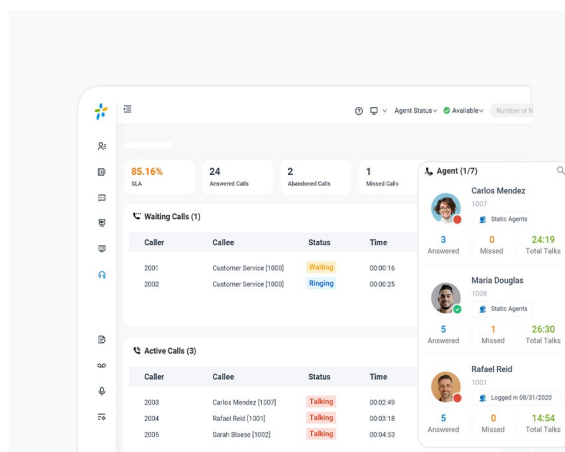


### Key functionality:

- ✓ 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.

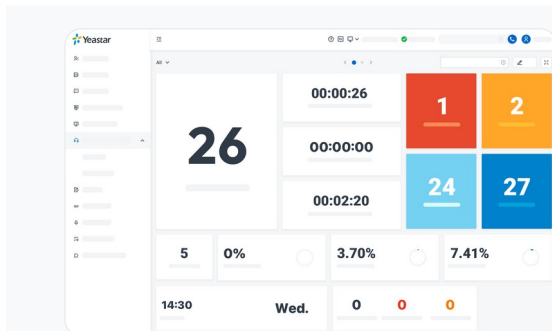


### Key functionality:

- ✓ 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.

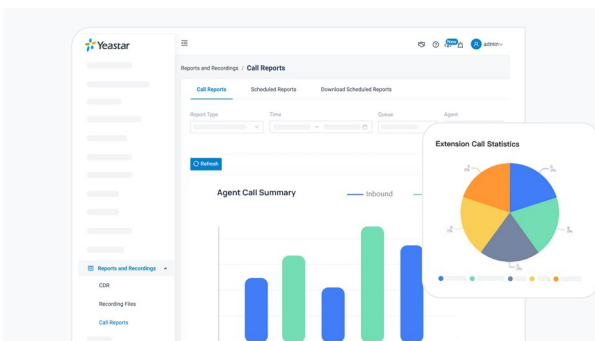


### Key functionality:

- ✓ 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.

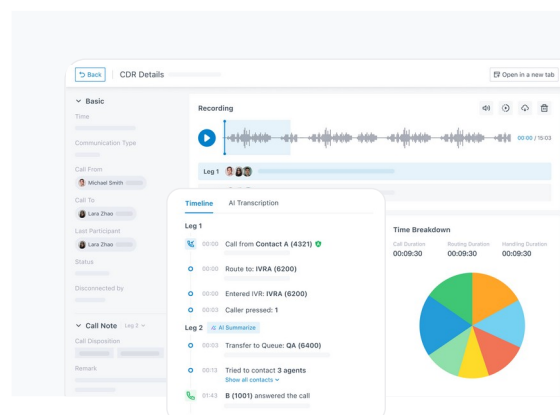


### Key functionality:

- ✓ 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.

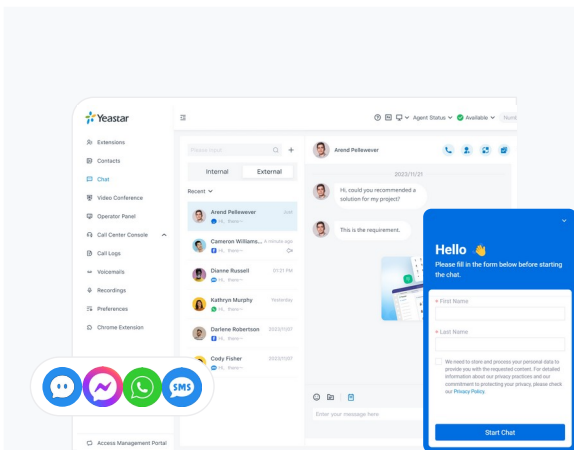


### AI Call Summary

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.

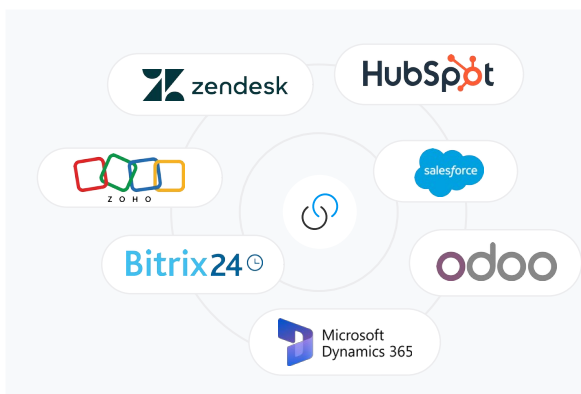


### Key functionality:

- ✓ 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

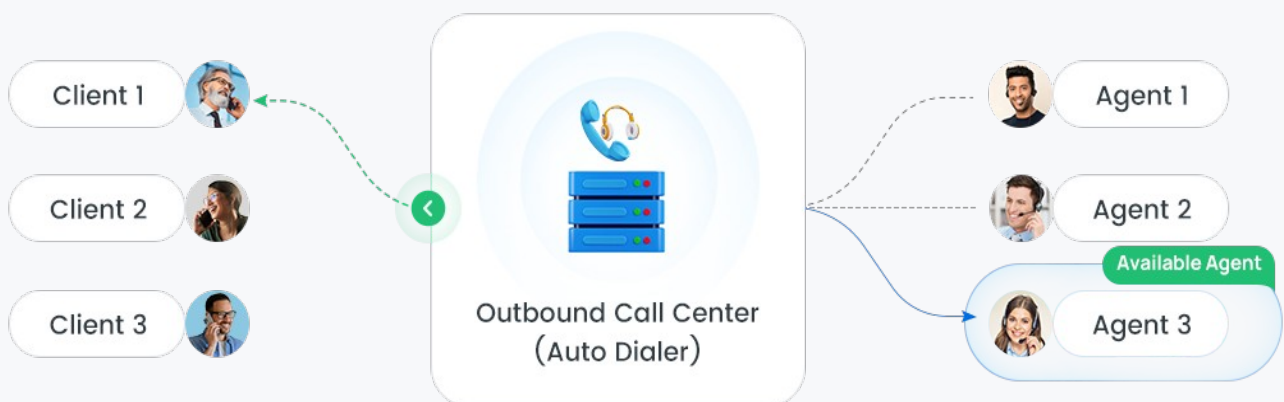


## Built-in Auto Dialers

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.

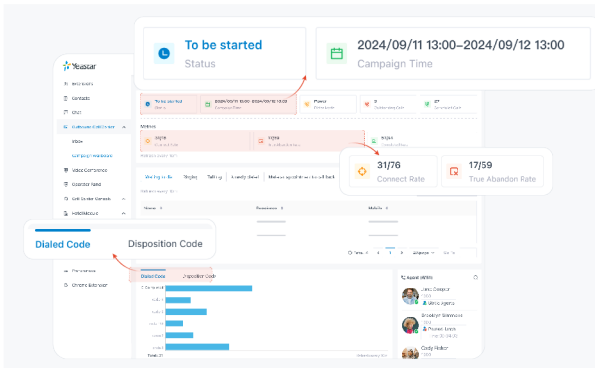
### 3 Auto dialers for every need:

- **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.

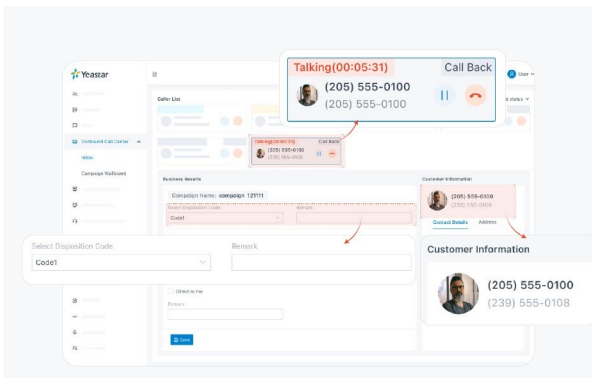


### Key functionality:

- ✓ 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.

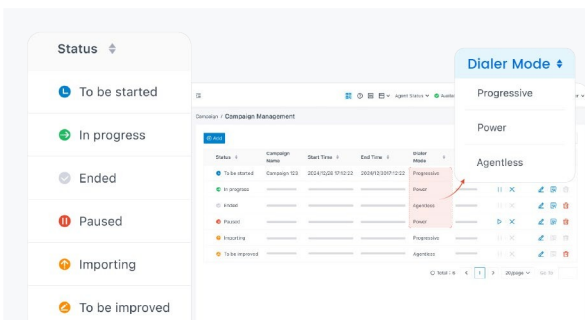


### Key functionality:

- ✓ 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.