Imperf Consulting | Office@Home built on Office 365,

powered by Altigen

Imperf is the leading provider of Microsoft Office 365 communications solutions, delivered as a fully managed Cloudservice.

Our Office@Home with Office 365:

- Instant Messaging
- Presence
- Video Calling
- Desktop Sharing
- Web Conferencing
- Mobility
- PSTN Calling
- Auto Attendant
- Hunt Groups
- Contact Centre
- Call Recording
- Call Reporting
- 24 x 7 Support

The New Modern Workplace

In these unprecedented times, businesses need a solution enabling employees to work from home, while maintaining business continuity. In the New Modern Workplace, collaboration, online meetings and call management are now mission critical business applications. Companies also must now have a way to distribute, track, manage and report on calls for their work at home workforce.

Office@Home Solution Overview

Office@Home is a managed cloud communications solution fully integrated with Office365 which enables your employees to efficiently and effectively work from home. Office@Home can be set up and configured in as little as 5 business days and is available with our optional integrated Contact Centre application suite.

How it Works

Inbound calls are connected to your corporate PBX which then, based on Auto Attendant selections, routes calls to designated Office@Home Users or Workgroups utilizing SIP Trunk service. There's no need to port existing telephone numbers or assign new numbers.

If desired, the corporate PBX can be bypassed entirely, with DID directly connected to your Office@Home Users, Workgroups or Contact Centre Agents.

Outbound Calls are directly routed through the SIP Trunk service.

Integrated Contact Centre Applications

Distributing and managing inbound customer requests (phone calls and web chats) is more important than ever in today's work at home environment. Our MaxACD Cloud provides the capabilities you need, on demand, and includes:

- Auto Attendant / IVR
- Hunt Groups for Departmental Requests
- Complete Contact Centre Voice and Chat Routing & Queuing
- Real-Time and Historical Reporting

Powerful Rules-based Routing Engine

MaxACD is built on a powerful routing engine to ensure timely delivery of voice calls and web chat requests to the "best available" agents – regardless of location – enabling your company to maintain customer service levels while monitoring and managing the performance of your work at home employees.

Web-based Administration

MaxACD includes an easy to use, intuitive web application for simplified administration and management, including:

- Multi-level, role based administration (Administrator, Supervisor, Manager)
- Easily create, manage all workgroups, queues and agents
- Monitor all system activity in real time

Improve Service

MaxACD streamlines inbound call and chat requests to maintain and even improve customer service levels.

Easy to Manage

Intuitive web app enables managers and supervisors to set up and manage their own workgroups with no IT support required.
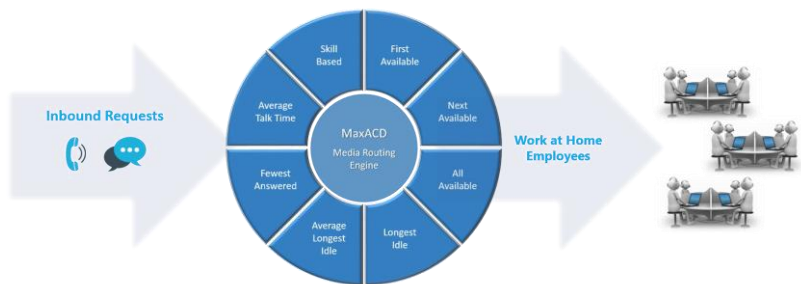
Gain Insight

Real time and historical reporting help you optimize agent and workgroup performance.

Fast Deployment

We'll get MaxACD up and running in a matter of days so you can get on with your business.
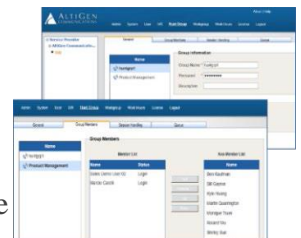
True Flexibility

No monthly minimums or long-term contracts are required for the Office@Home service.

To learn more about Office@Home, or to schedule a consultation, send us an email or give us a call.