Octopus
Call Center

Agents can be located virtually anywhere, yet operate as if in one location

No expensive equipment – No startup fees

Operate your own call center using our software and phone service. Your agents can answer from anywhere in the world, as well as place calls to the USA and Canada.

You'll be able to use virtually any CRM customized to your needs. When calls come in to your call center, your agents can talk, take orders, make notes, transfer or conference calls, take messages, send emails, and leave voicemails to your customers and prospects.

Once your agents install our software on their computer and put on a headset, they are ready to receive and make calls. NO telephone lines are needed.

Management will have access to real time dashboards and reports, with a variety of information about calls and agents.

Whether you're starting a new call center or just want to switch from an old, outdated service, we can discuss your needs. We can also show you how it can look and work and we will customize your call center to your specifications. You'll be able to make modifications as needed.

See all the Features on page 2

Requirements to use Octopus Cloud Call Center

- Broadband Internet Connection (wired is preferable to wireless)
- Laptop or Desktop Computer Windows 7 or higher with a sound card.
- Wired USB Headset or Wireless Bluetooth Headset (Example: Apple Bluetooth Air Buds)

Choose your Price per Seat:

$59 per month	$49 per month	$39 per month
Pay month to month	Pay $147 for 3 months Save $30 quarterly	Pay $468 for 12 months Save $240 annually

Plus $59 per month for each Call Center

No per minute charges!   No excessive usage charges!   No contracts!

Technical Support is included!

(All taxes and fees are included, except sales tax if you are located in Texas.)

Octopus Cloud Call Center

Included	Features
✔	**Call Queues** Callers will be answered in the order that they come in.
✔	**Interactive Voice Response (IVR)** Call trees can route callers to the appropriate person, department, or information.
✔	**Date & Time Conditions** Calls can be routed to voice mail or elsewhere if outside your normal working hours.
✔	**Voice Mail** Send your own message or click to leave pre-recorded messages to your customers/clients.
✔	**Appointment & Callback Settings** Set appointments or call backs to your customers/agents with Google or Outlook calendars.
✔	**Truly Unlimited Calls** Unlimited inbound calls from anywhere and unlimited outbound calls to the USA and Canada.
✔	**Unlimited Agent Seats & Clients** Minimum of 3 agent seats with no maximum number of agent seats.
✔	**Call Transfers & Conferencing** Call, transfer, or conference calls internally or externally with just the touch of a mouse.
✔	**Caller ID on Inbound Calls** Custom Caller ID display with each call (Example: Sales, Support, Billing, Shipping)
✔	**Caller ID on Outbound Calls** Display your own telephone number on outbound calls or get a number from us.
✔	**Real Time Reports & Statistics** View current activity at any time and create a variety of reports of agents and call times.
✔	**Calls On Hold** While you transfer calls or place calls on hold, callers will hear music.
✔	**Call Recording on Hard Drive** Click to record any call or record all calls on each agent's hard drive.
Optional	**Call Recording on Cloud** Automatically record all calls. Additional cost per Company is $29 per month (recordings are stored for 60 days) or $49 per month (recordings are stored for your lifetime as our customer).
Optional	**Coaching & Monitoring** Remotely listen in on agents on live calls for training, coaching, and barging in and talking. $99 one time cost for this software tool.

FREE DEMO: www.OctopusCallCenter.com
...or...
CALL: 972-713-6622 or 800-713-8353
We answer calls live on Monday to Friday from 8:00 am to 5:30 pm US Central Time.
...or...
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Since 1993