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crystal grey
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TCMS has launched the advanced VOIP services

"TCMS (Total Call Management Solution), a worldwide leader of call center solutions and customer interaction management, has launched an improved version of VOIP telephony services in the market, that can bestow its customers with advanced technology and advantages."

/24-7PressRelease/ - TARZANA, CA, January 23, 2008 - TCMS, a global leader of customer interaction management and call center solutions provider, today announced the release of upgraded & full featured version of VOIP that allows every business professional to work in more productive environment. As per the company sources, the enhanced version of VOIP is technically advances as compared to other VOIP technologies and can provide its uninterrupted services 24x7 hours. With its advanced techniques and processes it can easily allow users to transfer calls to any landline or mobile phone in a shortest time period. Moreover, it can operate from any geographical area without any hindrances at just a fraction of cost.

"Our enhanced version of VOIP can increase the productivity of the company by reducing the total call expenses and dialing time. Moreover, it can successfully execute the transferring of multiple telephone calls to home or offices" said Vijay Kapoor, the president of the company. "We provide unlimited long-distance calling for a low monthly fee or for a low per-minute rate. Moreover, our latest VOIP service can integrate with several other applications over the internet" he said further. From the past few years VOIP has seen a tremendous growth, especially in business sector. Now many small, medium and large sized companies are frequently enabling the VOIP services in their businesses, however various home users are also drifting towards its advantages. "No doubt, there are various VOIP providers who are giving their refined services to their customers, but TCMS can leverage the businesses with its outstanding services in the form of advanced VOIP. No doubt, we have embarked a new beginning of success" remarked M. Kapoor, the online telecommunication marketing domain expert.

- 3-way calling, call forwarding, automatic redial, and caller ID; features that traditional telecommunication companies (telcos) normally charge extra for.
- Secure calls using standardized protocols (such as Secure Real-time Transport Protocol.) Most of the difficulties of creating a secure phone over traditional phone lines, like digitizing and digital transmission are already in place with VoIP. It is only necessary to encrypt and authenticate the existing data stream.
- Location independence. Only an internet connection is needed to get a connection to a VoIP provider. For instance, call center agents using VoIP phones can work from anywhere with a sufficiently fast and stable Internet connection.
- Integration with other services available over the Internet, including video conversation, message or data file exchange in parallel with the conversation, audio conferencing, managing address books, and passing information about whether others (e.g. friends or colleagues) are available online to interested parties.

Fonality, a Los Angeles-based IP telephony company, has released a new version of its full-featured call center technology that allows customer service agents to access company phone systems while working offsite, the company said this week. PBXtra Call Center, which is designed for companies with up to 200 agents, supports VoIP calling and includes branch office agent sharing, on-the-fly recording, monitoring, Web and phone agent log-in, and real-time and historical graphical queues, the company said.

The new version of the technology allows users to manage call queues and agents across multiple branch offices, allowing phone representatives to take calls in the office, at home, or on a mobile phone, the company said.

About Total Call Center Management Solutions

Total Call Center Management Solutions has encompassed a host of services right from Customer Interaction Management Solutions through Computer Telephony Integration to CRM Packages for the various business processes. The products and services of TCMS include turnkey systems for VoIP Call Centers, Automatic Dialer and Call Processing Products.

For more information about voicemail service log on to www.tctecno.com

TCMS
18375, Ventura Blvd # 415
Tarzana Ca 91356