



Call Tracker

CallTracker is a dashboard supervision tool that monitors in real-time phone activity including mobile phones, call center agents activity, Waiting queues, ACD and call-queuing activity. It can also raise supervisory alerts and alarms based on configurable thresholds; such as numbers of waiting calls, missed calls, held calls, call duration, waiting duration ... CallTracker also displays real-time statistics relating to users, waiting queues, ACDs, and any other call activities.

Call center agents activity

A single view presents consolidated presence information of monitored agents and groups. Presences are computers states, phones status, location, IM and agents' states. Monitored groups are defined through intuitive web interface matching individual business requirements. CallTracker enables visual and auditory alerts to drive real-time operational resourcing decisions.

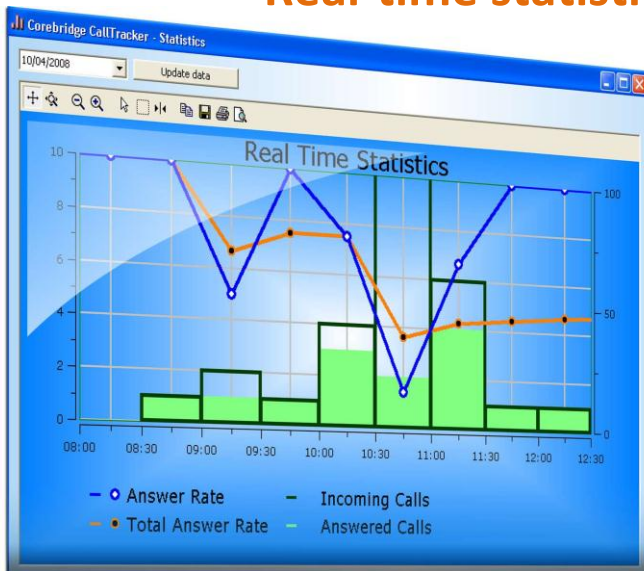


Waiting queues activity

CallTracker displays in real-time the activity of monitored waiting queues such as Cisco, Avaya and Corebridge CVM. CallTracker dashboard also raises supervisory alarms based on configurable thresholds (such as numbers of waiting calls, missed calls, waiting duration) for each queue individually or globally for all monitored queues.



Real-time statistics



Call Tracker Reporting

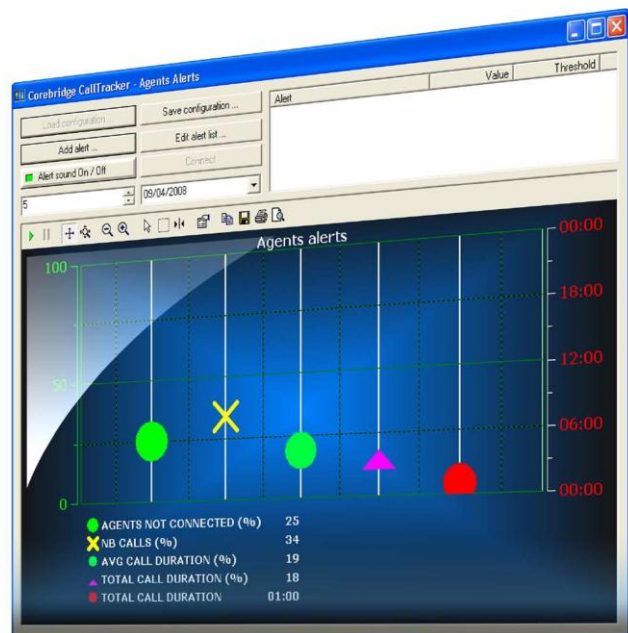
CallTracker provides graphical statistical reports for both agents and waiting queues. Statistics reports can be generated retrospectively. Managers can gain detailed overviews of historic call data to answer operational questions for any defined period in appropriate detail.

The statistic graphs display in real-time different information such as calls “answer rate”, total answer rate, total number of answered calls, missed calls...

CallTracker Agents and Queues alerts

In Addition ...

Users can define specific alerts based on different criteria. Multiple alerts can be viewed at the same time. New alerts can be added and setup simply by clicking on the “Add Alert” button. Call-related information are displayed in Real-time



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