Business Communications By Design

PROVIDING BUSINESSES WITH COMPETIVE ALTERNATIVES
BASED ON TODAY'S NEW TECHNOLOGIES

Call Center Director Product Suite

Today's Call Centers have a VITAL task of managing the company's interface to their CUSTOMERS. Call Centers need to be effective and efficient yet maintain a high level of customer service. Managing the influx in volume that a Call Center can see from hour to hour or day to day and week to week can be challenging. Knowledge of the "Statistics" to your supervisors and agents allows them to make more intelligent decisions.

Call Center Director Product Suite gives your Call Center the tools it needs! Our Agent & Queue Status XML Applications allow your agent at a glance to be able to monitor who else is available and how many calls and the oldest call in queue. Status Monitor application allows you to publish critical information to either a supervisor's monitor or a wallboard in order to keep your agents' informed.

Agent Status

Agent Status is a flexible XML application that allows your call center agents to view their status or the status of other agents right on their IP Phone.

On the Agent's personal IP Phone display, the first row will show their current status at all times. States shown are "LoggedOut", "NotReady" "Ready", "Reserved" and "Talking".

An agent or administrator can select which agents to monitor via Cisco's CCMUser web interface.

All the selected agents' status will scroll below the Agent's personal status.

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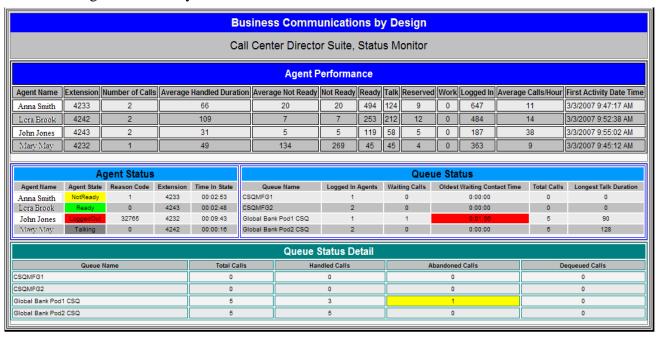Rev 1.7

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Queue Status

Queue Status is a flexible XML application that allows your call center agents to view the status of any of the selected configured queues on their IP Phone.

An agent or administrator can select which queues they monitor via Cisco's CCMUser web interface.
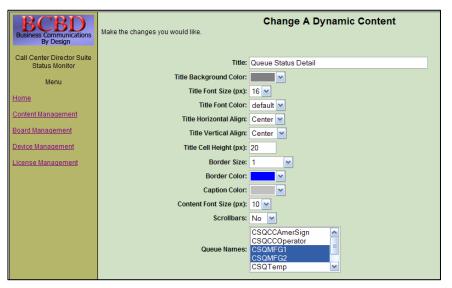

Status Monitor

Status Monitor is an exciting new application for creating wallboards or supervisor monitoring stations at competitive prices. This software allows you to completely customize your layout based on real time Call Center data. Status Monitor will display the data on a desktop monitor or flat panel monitor (i.e., plasma, TFT, LCD) using a Web-based application. Today's contact center agents and managers need to be able to view the statistics in unique ways in order to make intelligent decisions to best serve their customers and their work environment. Status Monitor enables your Call Center team to be proactive in managing customers' demands and agent availability.

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Call Center Director Suite, Status Monitor

Agent Performance

Agent Name	Extension	Number of Calls	Average Handled Duration	Average Not Ready	Not Ready	Ready	Talk	Reserved	Work	Logged In	Average Calls/Hour	First Activity Date Time
Anna Smith	4233	2	66	20	20	494	124	9	0	647	11	3/3/2007 9:47:17 AM
Lera Brook	4242	2	109	7	7	253	212	12	0	484	14	3/3/2007 9:52:38 AM
John Jones	4243	2	31	5	5	119	58	5	0	187	38	3/3/2007 9:55:02 AM
Mary May	4232	1	49	134	269	45	45	4	0	363	9	3/3/2007 9:45:12 AM

Agent Status

Agent Name	Agent State	Reason Code	Extension	Time In State
Anna Smith	NotReady	1	4233	00:02:53
Lera Brook	Ready	0	4243	00:02:48
John Jones	LoggedOut	32765	4232	00:09:43
Mary May	Talking	0	4242	00:00:16

Queue Status

Queue Name	Logged In Agents	Waiting Calls	Oldest Waiting Contact Time	Total Calls	Longest Talk Duration
CSQMFG1	1	0	0:00:00	0	0
CSQMFG2	2	0	0:00:00	0	0
Global Bank Pod1 CSQ	1	1	0:01:56	5	90
Global Bank Pod2 CSQ	2	0	0:00:00	5	128

Queue Status Detail

Queue Name	Total Calls	Handled Calls	Abandoned Calls	Dequeued Calls
CSQMFG1	0	0	0	0
CSQMFG2	0	0	0	0
Global Bank Pod1 CSQ	5	3	1	0
Global Bank Pod2 CSQ	5	5	0	0

Status Monitor web tool allows administrators to create a custom wall board application for different devices, up to the number of license purchased. Each device can have multiple sub-panels within the main board.

This is an example of setting up a dynamic content on Queue Status Detail. Each sub-panel can be individually sized and colored.

Once you choose your size and colors, you then can choose which fields are displayed and the length of each field. After setting up the dynamic content you then can setup thresholds that will change color of the field when certain criteria have been met.

For more information on Call Center Director Product Suite please call us today at 513-645-4220 or email us at Sales@BCBD.biz. You may also visit us on the web at www.BCBD.biz.