

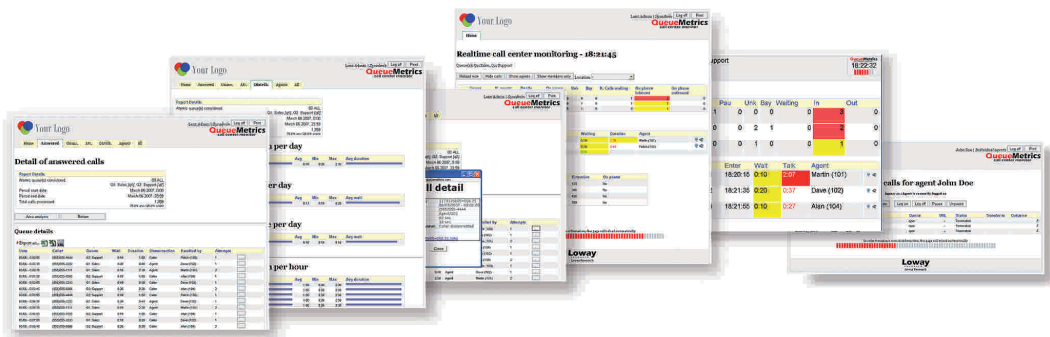
QueueMetrics call center monitor

TECHNICAL SPECIFICATIONS

- Supports unlimited queues and campaigns
- Supports unlimited live agents
- Supports clusters of Asterisk® servers as if they were one single virtual Asterisk® server
- Supports flat-file or database storage
- Can be installed on same or separate server as Asterisk®
- Deployed in thousands of locations worldwide
- Heavy duty application with a proven track record – ask us for references.

- Supports multi-tenant virtual call centers
- Security grants can be assigned and revoked on a user-per-user basis
- Built to minimize Asterisk® load
- Auto-configuration from Asterisk® configuration files
- Available in multiple languages
- Works with any Asterisk® configuration
- Included XML-RPC interface for easy scripting and external data access
- Customization services available
- Natively works with Trixbox®, Elastix® and FreePBX®

31/08/12



AUTHORIZED RESELLER:

QueueMetrics
<http://queuemetrics.com>

Visit our website to download
a free evaluation version and
request a free 30-day unlimited
evaluation key.

- Specifications subject to change without notice
- Some features may require configuration changes in order to work correctly.
- All trademarks and registered trademarks are the property of their respective owners.
- QueueMetrics® is a registered trademark of Loway

Loway

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QueueMetrics call center monitor

Contact Center Monitoring and Reporting Suite



Turn your Asterisk® PBX into
a full-featured contact center

Get your
free 30 day
trial –
see back
for details

Loway
research

ALL THE FEATURES YOU NEED TO RUN YOUR CONTACT CENTER

WORLD-CLASS REPORTING

Answered calls

All calls		Calls fully within the given time	
N. calls answered by operators:	1,327	N. calls answered by operators:	1,327
Average call length:	65.0 s	Average call length:	65.0 s
New call length:	0.0 s	New call length:	0.0 s
Total call length:	2.33 h	Total call length:	2.33 h
Average call waiting time:	13.3 s	Average call waiting time:	13.3 s
New call waiting time:	0.0 s	New call waiting time:	0.0 s
Total waiting time:	4.4 s	Total waiting time:	4.4 s

Agents on queue

Agent	N. Calls	...
Wally (101)	222	16.7%
Dave (102)	442	33.3%
John (103)	221	16.7%
Alan (104)	442	33.3%

- Over 150 metrics computed for call traffic, lost calls, agent answering behavior, area codes, agent sessions, user-defined business metrics
- Monitors inbound queues and outbound campaigns

Detail of answered calls

Report details: Q1: Sales [x], Q2: Support [x]
Period start date: March 08, 2007 09:00
Period end date: March 08, 2007 23:59
Total calls processed: 1,789

Area analysis: Return

Queue details

Date	Caller	Queue	Wait	Duration	Disconnection	Handled by	Attempts
03/08/07 09:05	050555-4444	Q2 Support	0:10	0:10	Caller	John (103)	1
03/08/07 09:10	050555-2222	Q1 Sales	0:05	0:40	Agent	Dave (102)	1
03/08/07 09:15	050555-1111	Q1 Sales	0:10	2:30	Agent	Wally (101)	2
03/08/07 09:20	050555-9999	Q2 Support	0:10	0:10	Caller	Alan (104)	1
03/08/07 09:25	050555-3333	Q1 Sales	0:10	0:30	Caller	Dave (102)	1
03/08/07 09:30	050555-6666	Q2 Support	0:10	0:10	Caller	Alan (104)	2

Answered call distribution per day

Day	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Avg	Min	Max	Avg duration
2007-03-08	1327	1327	1327	1327	1327	1327	1327	9.9	0.00	2.30	

Answered call wait time per day

Day	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Avg	Min	Max	Avg wait
2007-03-08	1327	1327	1327	1327	1327	1327	1327	9.9	0.10	2.30	

Unanswered call wait time per day

Day	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Avg	Min	Max	Avg wait
2007-03-08	1327	1327	1327	1327	1327	1327	1327	9.9	0.10	2.30	

Answered call distribution per hour

Customisable Quality Assessment forms

Queue	Agent	Score	Comments
Q1 Sales	John (103)	95%	Excellent service, very helpful.
Q2 Support	Dave (102)	85%	Good service, but slow response time.

- Measure business targets on inbound queues and outbound campaigns against SLAs
- Measure staff performance, both on ACD and non-ACD activities

- Customisable Quality Assessment forms for agent live or recorded call grading
- Run complete performance reports by agent and by queue

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- Top-bottom view allows to drill down to single calls or agent sessions for inspection
- Natively listen to live or recorded calls even on multi-server setups
- Export data to Microsoft Excel®, CVS or XML

REAL-TIME MONITORING

- Detailed real-time activity report with user-definable, multi-level alarms
- Can be further restricted by agent, queue, agent location and group, with user-definable security

Realtime call center monitoring - 18:21:45

Queue: Q1: Sales, Q2: Support

Queue	N. agents	Ready agents	On pause	Unk	Bsy	Waiting	On phone	On phone
Q1: Sales	4	2	0	0	0	0	1	0
Q2: Support	2	0	0	0	0	0	0	0

Calls being processed:

Queue	Caller	Entered	Waiting	Duration	Agent
Q1: Sales	050555-1111	18:21:15	0:10	0:10	Wally (101)
Q2: Support	050555-4444	18:21:15	0:10	0:10	Alan (104)

Agents currently logged in:

Agent	Last login	Extension	On pause
Wally (101)	18:21:15	101	No

- Live calls can be listened to remotely while they are being handled
- View live agent screens through an optional VNC screen-sharing server

Realtime call center monitoring - 18:23:16

Queue: Q1: Sales, Q2: Support

Live call monitor

Please enter your local or remote extension to start monitoring call monitoring.

Agent name: Dave (102)
Agent extension: 102
View extension: 102

Agents currently logged in:

Agent	Last login	Extension	On pause
Wally (101)	18:23:16	101	No
Dave (102)	18:23:16	102	No
John (103)	18:23:16	103	No

- Real-time Wallboard mode can be used to provide a high-visibility panel
- Restricted Visitor mode can provide basic statistics for external inspection

Visitor Realtime call center monitoring - 18:24:17

Queue: Q1: Sales, Q2: Support

Calls being processed:

Queue	Caller ID	Waiting	Duration	Agent	Ext.
Q2: Support	050555-4444	0:10	0:10	Alan (104)	-

Today at a glance:

Queue	N. calls	Avg wait	Avg talk
Total calls received	1327	0:10	1:10
Q1: Sales	663	0:10	1:10
Q2: Support	664	0:10	0:40

Queue

Queue	N. calls	Avg wait
Total call calls received	441	0:10
Q1: Sales	220	0:10
Q2: Support	221	0:10

- Agents and Administrators can log in, log off or pause from a web-based page
- Agents can launch external CRM data applications, forwarding data gathered from the PBX, IVR systems or external databases

Queue	Age	Rdy	Pau	Unk	Bsy	Waiting	In
All selected	4		1	0	0	0	3
Q1: Sales	1		0	0	2	1	2
Q2: Support	0		0	0	1	0	1

Queue	CLID	Enter	Wait	Talk	Agent
Q1: Sales	(555)555-1111	18:20:15	0:10	2:07	Martin (101)
Q1: Sales	(555)555-2222	18:21:35	0:20	0:37	Dave (102)

- Agents can select custom call completion codes and pause status codes directly from the web interface

Active calls for agent John Doe

Agent: John Doe is currently logged on

Reload now Log on Log off Pause Unpause

ng	Talking	Caller ID	Queue	URL	Status	Transfer
103	49:45	22	open	-	Terminated	
103	0:04	22	open	-	Terminated	
103	0:07	22	open	-	Terminated	

In order to maintain precise information, this page will refresh automatically

Measurement leads to improvement!