

xCALLY-Shuttle adds the QueueMetrics integration for advanced call center reporting

xCALLY and QueueMetrics now provide easy integration for the Asterisk™ call center community.

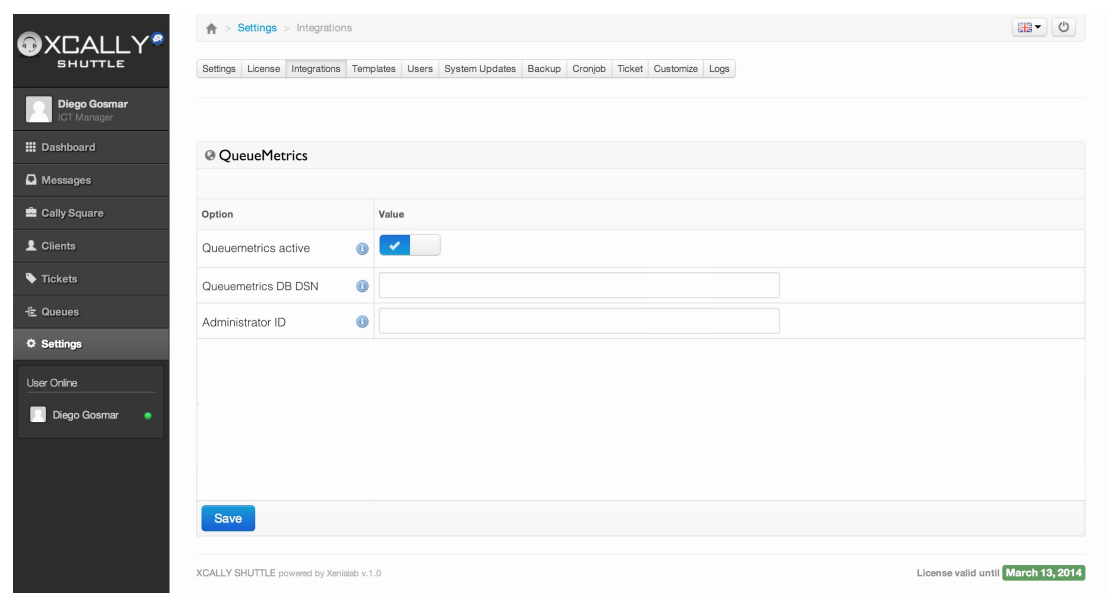
xCALLY is a full call center software based on the Asterisk™ open source solution. In 2014 the solution is going to move to the new HTML5 responsive interface, the xCALLY Shuttle. This adds many integration add-ons to the supervisor and customer care manager panel.

QueueMetrics is an advanced Asterisk™ call center software solution suite.

QueueMetrics sets up modern standards in performance measurement and reporting. For any call center based on the Asterisk™ PBX technology.

Successfully used in thousands of contact centers worldwide since 2004.

The xCALLY integration tool provides a straightforward configuration for an easy setup. You just need the QueueMetrics parameters (the data base DSN and admin ID) and the integration will be easy performed.

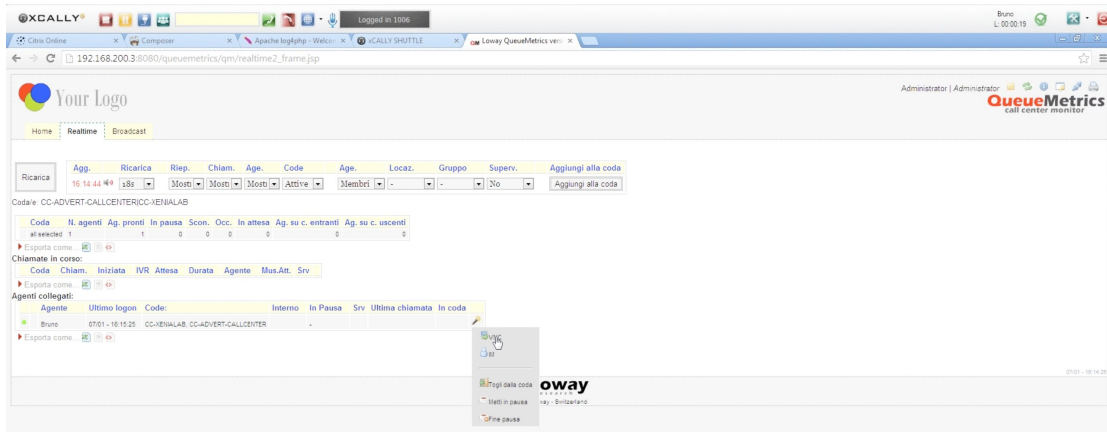


The screenshot shows the xCALLY Shuttle web interface. On the left is a dark sidebar with the xCALLY SHUTTLE logo and a navigation menu including Dashboard, Messages, Cally Square, Clients, Tickets, Queues, Settings, and User Online. The main content area is titled 'Settings > Integrations' and contains a 'QueueMetrics' configuration section. This section has a table with the following data:

Option	Value
Queuemetrics active	<input checked="" type="checkbox"/>
Queuemetrics DB DSN	<input type="text"/>
Administrator ID	<input type="text"/>

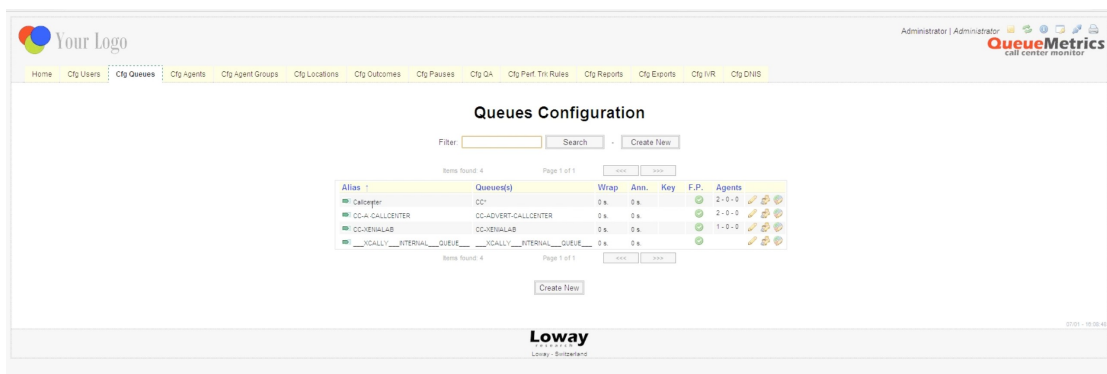
Below the table is a 'Save' button. At the bottom of the page, it says 'XCALLY SHUTTLE powered by Xenialab v.1.0' and 'License valid until March 13, 2014'.

The QueueMetrics integration provides benefits in management of advanced reportings. Especially considering the call center queue analytics.

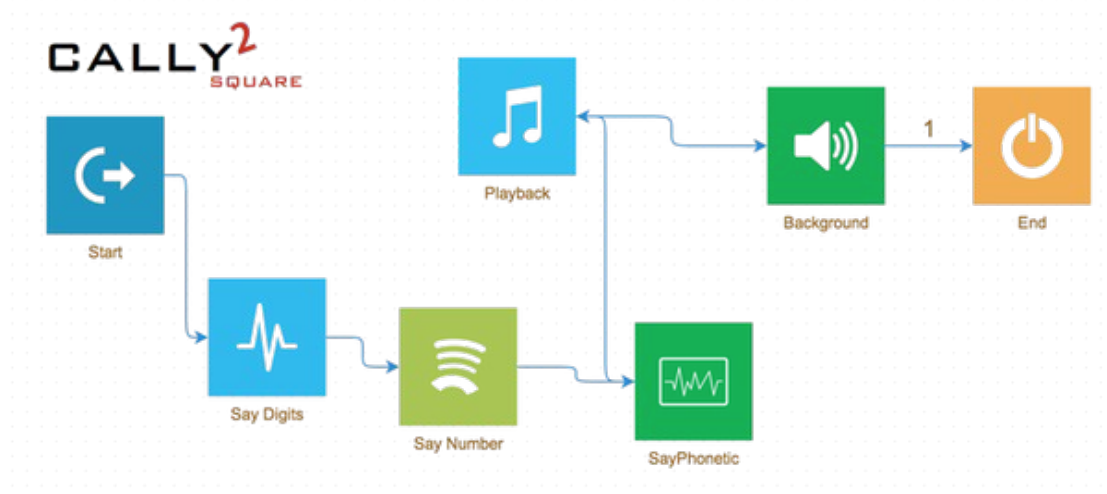


The integration with xCALLY-Shuttle addresses off line reports and the real time QueueMetrics dashboard. Providing a snapshot of the call center agent operations via the xCALLY phone bar.

The Queue import from the xCALLY solution to the QueueMetrics reports is automatic and simple.



The Cally Square Drag & Drop IVR designed for Asterisk™ and available on xCALLY-Shuttle has evolved. It is now able to write advanced reports, and export those data to the QueueMetrics IVR tracking system.



Visit the official sites for more infos:

<http://queuemetrics.com/>

<http://wombatdialer.com/>

<http://www.xcally.com/apps/>

<http://www.callysquare.com/>