



...what's the status?

SIT DOWN, TAKE CHARGE, AND MANAGE YOUR CALL CENTER WITH THE CC ADVISOR

The CC Advisor organizes and presents ACD real-time information to supervisors' PCs so call conditions can be quickly assessed. Queues and agent information are delivered in windows that can be arrayed to fill the entire screen or stacked and reduced so that only the most critical information is shown on top. Current status, as well as recent, or "so far today" summaries are available online.

CC ADVISOR DISPLAYS RELEVANT QUEUE STATISTICS

- Screens are customized by login name, so supervisors see only the queue and agent information they wish to see
- Call centers with multiple sites can view enterprise wide real-time queue statistics

The **Queue Statistics** window displays current queue information. Each queue is uniquely color-coded, and statistics outside the norm are highlighted in yellow or red to draw a supervisor's attention to problem conditions.

The **Status Bar** window presents thresholded bar charts to track three call processing statistics per queue. With the addition of the CC Analyzer, the **Shift Totals** window reports previous half-hour statistics, or a summary from the start of the business day. This provides a reference base for managing current performance.

CC ADVISOR HIGHLIGHTS AGENTS OPERATING OUTSIDE THE NORM

Agent Status, another window provided by the CC Advisor, allows you to more effectively track those agents you need to monitor.

- Color-coded thresholds allow supervisors to pinpoint problem calls and problem agents
- Agent names, not just numbers, are displayed and supervisors may view all call center agents or just the group for which they are responsible

PRODUCT SPECIFICATIONS

- The CC Advisor utilizes supervisors' existing workstations operating on the company LAN
- RS-232 and TCP/IP Interface to switch
- Integrates with any PBX and other host information system
- System includes Pentium 4 server with modem, dual hard drives, and battery back-up

SITE REQUIREMENTS

- LAN or serial port connection to the switch
- Analog telephone line for support modem

Call Center Solutions®

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