



...what's happened?

CC ANALYZER DELIVERS NUMBERS YOU CAN COUNT ON

Created with the input of hundreds of call center professionals, the CC Analyzer delivers management oriented reporting that focuses on critical success factors for your call center and key performance measures for your agents.

CC ANALYZER PRESENTS THE "RIGHT" NUMBERS

The numerous statistics provided in standard ACD reports are translated by the CC Analyzer into focused management reports and graphs.

- Single page summaries of call processing activities are presented over any time frame you define, by queue or any combination of queues
- A Staffing Variance Analysis graph highlights where there are too many or too few agents; a Service Level Profile report measures adherence to standards for customer service

- Agent productivity is tracked against individually assigned performance goals, then ranked for management evaluation

- Agents can be assigned to numerous work groups with similar characteristics (e.g. supervisor, shift, experience level, etc.) so that management gains a truer picture of how an agent is performing compared to his/her peers

CC ANALYZER GOES BEYOND THE NUMBERS

- Custom reports that track your unique way of responding to callers can be easily created
- The Quick Stat feature summarizes agent and queue performance "so far today" (current to the last half-hour report) so supervisors can quickly spot trends that require action
- Your company's WAN can link multiple CC Analyzers for cost-effective consolidated reporting

PRODUCT SPECIFICATIONS

- Consistent reporting is provided across all Avaya, Nortel, Rockwell, and Siemens/Rolm platforms
- System includes Pentium 4 server with modem, dual hard drives, and battery back-up
- Stores ten years (or more) of data in a relational database which can easily be exported
- Initial license is for 50 agents; licenses can be added to accommodate larger call centers
- Supervisor workstation software can be installed on multiple PC's, but limits one user at a time to access the database

SITE REQUIREMENTS

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

Call Center Solutions®

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