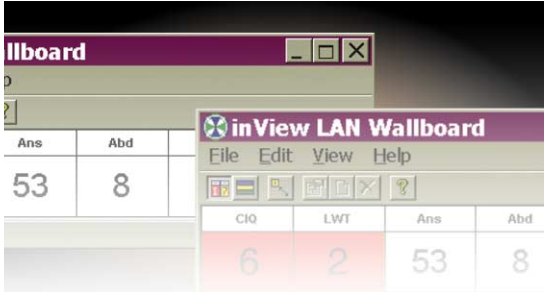


DISCOVERY ACD^{PLUS}

Call Center Reporting



Discovery ACD^{Plus} Report Templates

- Account Code
- Agent Event
- Agent Group Traffic
- Agent Group Traffic Profile
- Agent Traffic
- Agent Traffic Profile
- Agent Utilization
- Agent Utilization Profile
- Call Time Distribution
- Contention
- Contention Profile
- DID Group Traffic Report
- DID Group Traffic Profile Report
- DID Traffic Report
- DID Traffic Profile Report
- Extension Event
- Extension Group Traffic
- Extension Group Traffic Profile
- Extension Traffic
- Extension Traffic Profile
- Extension Utilization
- Extension Utilization Profile
- Forecasting
- Forecasting Profile
- Line Group Event
- Line Group Traffic
- Line Group Traffic Profile
- Line Traffic
- Wait Time Distribution
- Wrap-up Time Distribution

Inform and Motivate Your Staff to Perform at Higher Levels

Discovery ACD^{Lite} supports both traditional and “inView” LAN wallboards. InView wallboards allow supervisors to accurately monitor agent performance and display real-time performance statistics on each agent’s monitor. The supervisor may drive up to 6 traditional wallboards simultaneously, or as many inView wallboards as needed, and each inView wallboard can be configured to display two information views: wallboard view and status view. On a wallboard-view configuration, the user can view up to eight key performance parameters. The status-view option allows the user to view the status of agents/extensions within a selected group. This view can be used to allow agents and managers to see when they can transfer calls.

Several wallboard templates are available to assist with defining the data you wish to display, as well as the position and text of any labels. A template can also define the contents of a scrolling message. You may create as many templates as necessary, and wallboards can be configured and scheduled to coincide with various shifts. Another wallboard option is to incorporate visual screen “pops” and audible alarms that alert the supervisor when specified parameters exceed acceptable limits, such as excessive call loads, long hold times and a large number of calls in queue.

Create the Ultimate Call Center by Upgrading to Discovery ACD^{Plus}

Upgrading from Discovery ACD^{Lite} to Discovery ACD^{Plus} is a snap. Discovery ACD^{Plus} has the additional capability of generating historical reports. For example, call volume, handling time, service levels and staff requirements can be analyzed over time. Discovery ACD^{Plus} offers dozens of report templates, or users can configure custom reports. Discovery ACD^{Plus} allows call center managers to tap into a wealth of information in order to make sound management decisions. The best feature of Discovery ACD^{Plus} is that upon upgrade, data collected by Discovery ACD^{Lite} from day one will be available for report generation.

