

Contact Center ACD Solution

Features

- Real-time and historical reporting
- Agent availability and presence
- Call duration and handling time
- Login and logout
- Shift planning
- Agent utilization
- Call accounting
- Wait and abandon times
- Wallboards and alerts
- Call logs
- Parked call report
- Web-based incoming calls report

Service Provider Benefits

- Eliminates migration barriers
- Facilitates single provider relationship
- Ensures customer satisfaction
- Supports managed service market position
- Entrenches service into customer's business processes

Business Customer Benefits

- Management and monitoring platform for call center managers
- Real-time and historical reporting and analytics platform
- Call center agent reporting and analytics platform

Contact centers have special needs for call handling and reporting for agents and managers alike. The immediate need to know when agents are available, average queue times, number of calls in queue, and service level are critical to providing quality helpdesk service for their customers. Management demands the ability to view historical reports for hold times, accepted calls, and abandoned calls in order to efficiently staff the call center to provide the best level of service for their customers. Whether located in a centralized location or globally distributed, Syланtro ACD Reporting provides a comprehensive view of agent activity and presence, enabling “following the sun” customer service.

Service Provider Benefits

Management and reporting tools are key requirements for business customers, especially those operating in a contact center environment. These customers demand the same features and functionality from new systems as they had from their traditional PBX systems. Syланtro ACD Reporting provides the same capabilities found in traditional high end PBXs thus eliminating the migration barrier for the contact center customer and ensuring satisfaction with new services. Service providers immediately benefit from the ability to provide their customers with required contact center reporting at a premium price. Long term, service providers benefit by integrating their services directly into the customer's business processes.

Syланtro ACD Reporting supports the Syланtro call center service as an integrated component of the Syланtro system. Syланtro ACD Reporting is 100% hosted and web-based, thus requiring no equipment or software on the customer's premises. Syланtro ACD Reporting is fully documented and supported with configuration, administrative, and user guides as well as online help support for the end user.



Business Customer Benefits

Businesses expect their call centers to provide the highest quality of service with the greatest efficiency. This goal is unattainable without the use of automated call handling and reporting. SylantrO ACD Reporting provides the contact center manager with:

- Real-time capacity and queue statistics
- Agent lookup with presence and activity information
- Reporting on common call center statistics
- Call accounting and utilization dashboards
- Call control and click-to-call features
- Historical call reports and graphs

Understanding SylantrO ACD Reporting

SylantrO ACD Reporting receives input directly from the SylantrO platform and displays this information back to the manager or agent via their secure web-based interface. Because user roles are utilized, each manager or agent is only allowed to see information as determined by an administrator.

This enables shift planning for call center supervisors. All this is done while still maintaining a single vendor relationship for phone services and call center functions. All of these features are provided on a hosted basis via a web application allowing for no installation or maintenance on the customer's network.



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