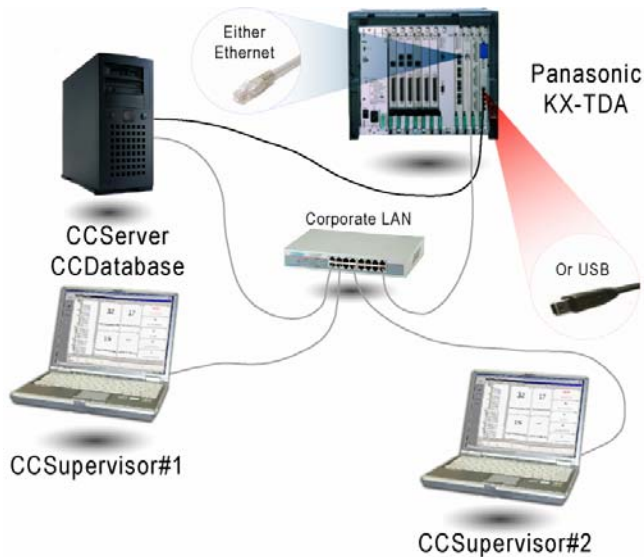


# CCView



- Measure Call Center performance vs. service level objectives
- Identify and avoid past Call Center service problems
- Identify breakdowns highlighting the efficiency of the Call Center Agents and Groups
- Proactive real-time call monitoring and recording
- Track and provide feedback to increase the Call Center efficiency

CCView (**Call Center View**) is an End User call management tool that provides:

- Real-time Call Reporting
- Historical Cradle to Grave Reporting
- Call Logging

CCView is also an ideal tool for Dealers in monitoring and debugging the initial setup of the telephony environment.

CCView uses TDA telephony features without altering them.

## Key Features

- Display real-time PBX call activity
- Real-time performance graphs and calls status
- Supervisor decision – login/logout Agents
- PBX ACD statistics and reports
- Pre-defined report templates for quick report generation
- Comprehensive call log information
- Highlight the lost calls for quick identification



## Target Customers

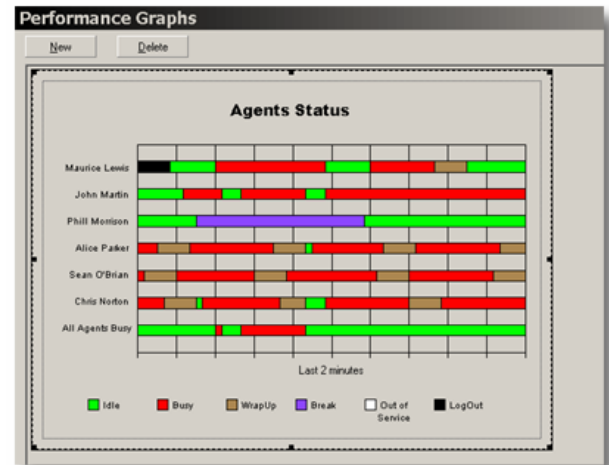
- Any Contact/ Call Center Supervisor
- Any Manager that is in charge with infrastructure costs management
- Any IT personnel or Dealer that is in charge with telephony infrastructure setup and maintenance

## System Requirements

The CCView product includes software components that are installed on the users hardware described below:

- KX-TDA PBX with Firmware Versions - 2.0080 and up
- CCServer Host (minimum) - P4 2 GHz, 512 MB RAM, 2 GB free HDD space
- CCSupervisor Host (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- Microsoft Windows 2000 Professional (Service Pack 4 and later), Windows XP Professional (Service Pack 1 or Service Pack 2), Microsoft Win2003 Server (Service Pack 1 and Service Pack 4) Domain Controller and Workgroup

### Verify Agents performance



### Inspect the call traffic and the lost calls

Call Log CO Based	Lookup File	Database	View	Field Chooser	Print	Clear	Export						
Call Log	Time	Competitor Time	Customer	Call ID	Incoming/Outgoing	Status	Agent Number	CO/CC/CM/CA/SL	S	To	Tab	Time/Time	Log
034785	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Patrick Jerry Hester	1081	Incoming	ACT	N/A	1369	N/A	N	9	80:19	00
034786	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Joe Moran	1082	Incoming	ACT	N/A	1366	N/A	N	7	80:19	00
034787	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Linda Debra Williams	1083	Incoming	ACT	N/A	1329	N/A	N	23	80:46	00
034788	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Steve Rousseau	1077	Incoming	ACT	N/A	1377	N/A	N	28	80:37	00
034789	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Leanne Bentley	1082	Incoming	ACT	N/A	1322	N/A	N	22	80:21	00
034790	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Phil Cox	1084	Incoming	ACT	N/A	1376	N/A	N	17	80:38	00
034791	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Robert Garcia	1029	Incoming	ACT	N/A	1329	N/A	N	26	80:37	00
034792	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Ernie Thomas	1073	Incoming	ACT	N/A	1373	N/A	N	24	80:39	00
034793	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Louis Armstrong	1028	Incoming	ACT	N/A	1328	N/A	N	23	80:32	00
034794	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Oliver Farnell	1038	Incoming	ACT	N/A	1338	N/A	N	39	80:49	00
034795	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Tony McPherson	1019	Incoming	ACT	N/A	1319	N/A	N	25	80:42	00
034796	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Luigi Santolucito	1084	Incoming	ACT	N/A	1318	N/A	N	19	80:23	00
034797	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Beate Fuchs	1088	Incoming	ACT	N/A	1318	N/A	N	1	80:29	00
034798	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Sturges Kelly	1082	Incoming	ACT	N/A	1382	N/A	N	19	80:27	00
034799	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Mark Anderson	1024	Incoming	ACT	N/A	1324	N/A	N	28	80:41	00
034800	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Daniel Buckles	1088	Incoming	ACT	N/A	1388	N/A	N	9	80:34	00
034801	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Steve Lewis	1025	Incoming	ACT	N/A	1325	N/A	N	25	80:38	00
034802	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Jack Stewart	1017	Incoming	ACT	N/A	1317	N/A	N	18	80:34	00
034803	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Alan Roberts	1026	Incoming	ACT	N/A	1326	N/A	N	32	80:38	00
034804	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Wade McDougall	1011	Incoming	ACT	N/A	1311	N/A	N	12	80:28	00
034805	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Edward Roberts	1033	Incoming	ACT	N/A	1333	N/A	N	24	80:39	00
034806	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Scott Hays	1018	Incoming	ACT	N/A	1318	N/A	N	16	80:38	00
034807	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Shelia Johnson	1087	Incoming	ACT	N/A	1387	N/A	N	2	80:35	00
034808	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Frank Edwards	1089	Incoming	ACT	N/A	1389	N/A	N	12	80:42	00
034809	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Joe Steyer	1013	Incoming	ACT	N/A	1313	N/A	N	14	80:38	00
034810	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Joseph Richard	1084	Incoming	ACT	N/A	1384	N/A	N	5	80:46	00
034811	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Edup Steven Delp	1038	Incoming	ACT	N/A	1338	N/A	N	19	80:22	00
034812	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Carole Reynolds	1085	Incoming	ACT	N/A	1385	N/A	N	5	80:17	00
034813	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Shelia Johnson	1036	Incoming	ACT	N/A	1336	N/A	N	27	80:34	00
034814	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Scott Steyer	1032	Incoming	ACT	N/A	1332	N/A	N	12	80:24	00
034815	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Leanne Bentley	1022	Incoming	ACT	N/A	1322	N/A	N	21	80:46	00
034816	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Karl Smith	1014	Incoming	ACT	N/A	1314	N/A	N	19	80:19	00
034817	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Joe Moran	1086	Incoming	ACT	N/A	1386	N/A	N	7	80:38	00
034818	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Charles Edwards	1087	Incoming	ACT	N/A	1387	N/A	N	9	80:34	00
034819	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Walter	1021	Incoming	ACT	N/A	1321	N/A	N	32	80:35	00
034820	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Bob Smith	1021	Incoming	ACT	N/A	1321	N/A	N	22	80:46	00
034821	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Patrick Law	1083	Incoming	ACT	N/A	1383	N/A	N	8	80:38	00
034822	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Louis Armstrong	1028	Incoming	ACT	N/A	1328	N/A	N	29	80:46	00
034823	08/08/2008 09:25:21 PM	08/08/2008 09:27:14 PM	Ernie Kelly	1087	Incoming	ACT	N/A	1387	N/A	N	1	80:17	00

### Generate call history reports selecting different criteria and fields

### Schedule reports to export, print and send via email

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