

QuickStats “Seamlessly Delivering and Managing ACD Statistics”

QuickStats is a client/server application designed to give each agent in a workgroup the ability to visually monitor specified ACD statistics – polled on a configurable update period. **QuickStats** can also be configured to populate real time statistics to a wall mounted reader board, connected to your Ethernet network. Empowering your call center agents and improving your service levels is simple, straightforward and economical with **QuickStats**!

Features

- User selected statistics
- Configurable views
- Scrolling messages
- User selected alerts
- 13 ACD statistics
- Stats field labels are flexible (per client)
- Multiple queue view
- Form location saved for next startup
- .NET service/application

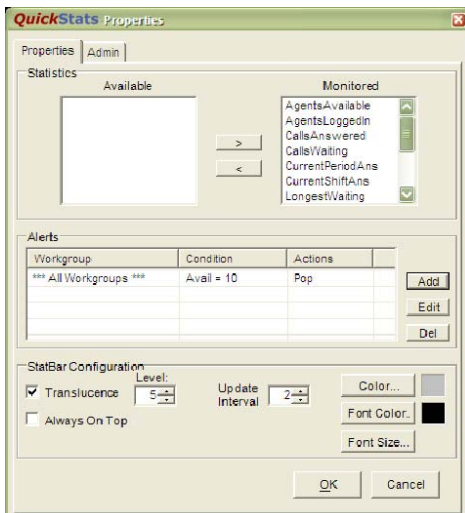
What is QuickStats?

- Client/server application for monitoring multiple ACD statistics by:
 - Agents
 - Supervisors
 - Business Users
- Service runs on the CIC Server(s)
- Easy to install .NET client application - you can be running **QuickStats** in no time!

Client View

Queue	Avail:	LgIn:	Activ:	Wait:	CP Ans:	CS Ans:	LWait:	CP Talk:	CS Talk:	CP Wait:	CS Wait:	CP Abnd:	CS Abnd:
BP Support	0	3	0	0	0	1	00:00	00:00	01:17	00:00	00:32	0	0
CityWatch Sales	0	2	0	0	0	0	00:00	00:00	00:00	00:00	00:00	0	0
CityWatch Support	0	2	0	0	0	2	00:00	00:00	02:37	00:00	00:09	0	0
CompanyOperator	2	4	1	0	2	17	00:00	01:09	00:27	00:08	00:11	0	7
I3Support	1	6	1	0	0	22	00:00	00:00	10:06	00:00	01:47	0	0
Sales	3	4	0	0	0	0	00:00	00:00	00:00	00:00	00:00	0	2

QuickStats CompanyOperator: All available operators - please logon... *



Properties

- Configurable Alerts
- Configurable Views/Colors
- Alert Management
- 13 ACD Statistics
 - # Agents logged in and activated in queue
 - # Agents ACD available
 - # Active calls in queue
 - # Calls waiting
 - Longest wait time
 - # Calls answered—current period
 - # Calls answered—current shift
 - Average talk time—current period
 - Average wait time—current period
 - # Calls abandoned—current period
 - Average talk time—current shift
 - Average wait time—current shift
 - # Calls abandoned—current shift

QuickStats Software is an affordable prepackaged application for your CIC platform.

For more information about **QuickStats**, please contact your AVTEX Account Executive or Customer Development Representative today!