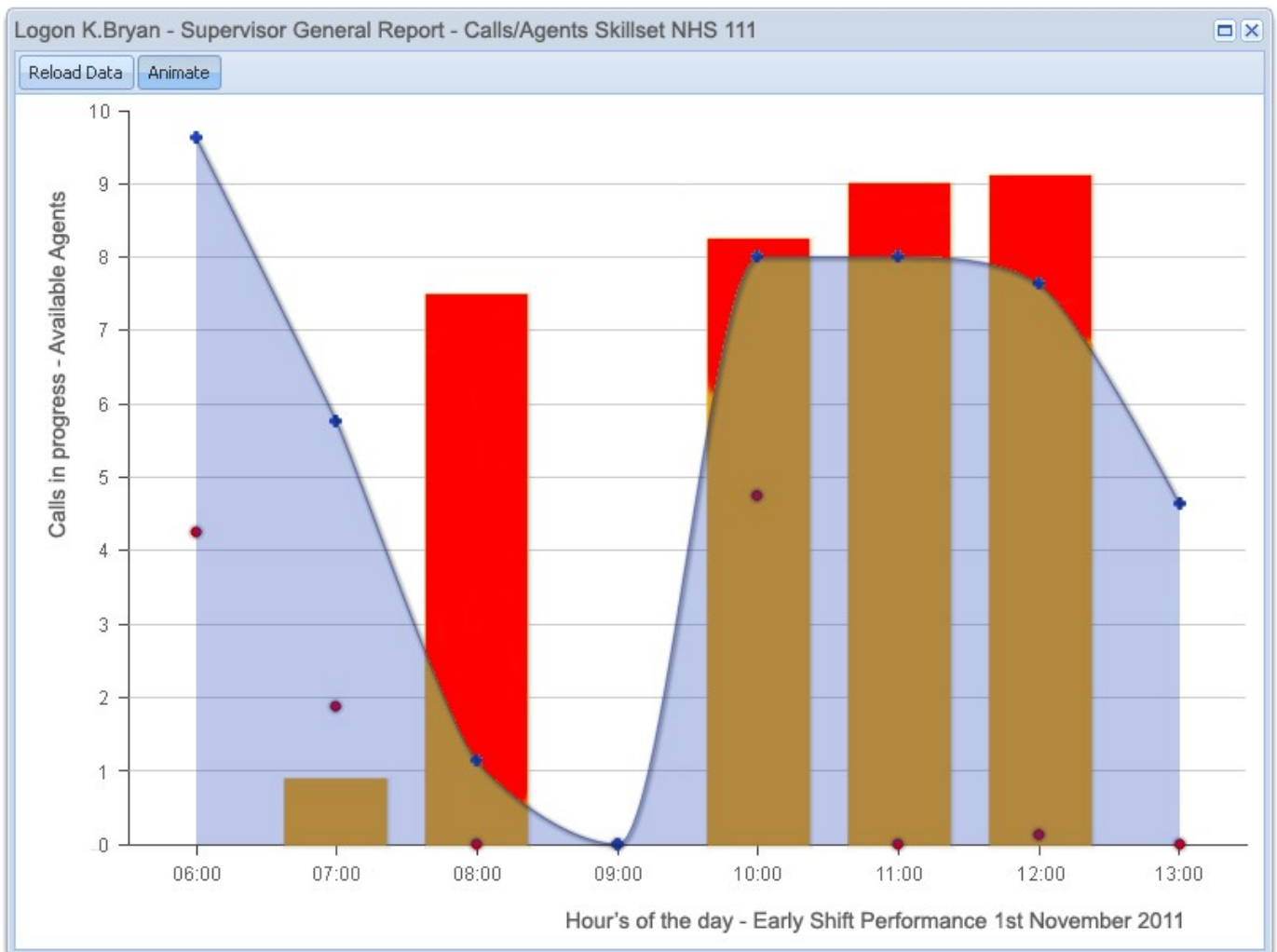


Introducing Call Vision Agent Contact Centre Manager

Make full use of your resources – reduce costs – increase efficiency



Dynamic Agent and Call reporting profiles
Real time graphs, Real time reports – displayed where it matters!



Combination real time graph overlaying Agent availability and simultaneous calls in progress for a selected ACD skill set

Based on Centricity, the national Call Connect solution!

Compatible with Avaya, Nortel, Cisco and Mitel with DS2000/3000 support!

General Agent Contact Centre Management benefits

Integrated web reporting server

Supports wireless, tablet, desktop and large corporate display operations

Real time Key performance browser based graphs & league table combination's

Resource profiling

Common telephony and Airwave agent status reporting

Full historical reporting suite including email scheduling

System Administrator & Ops Supervisor dashboards

Bespoke report design service available

Audio integration (where supported by Centricity)

ACD Telephony feature support

- Supervisor activity dashboard
- Directory/Vector Number monitoring for simultaneous call reporting
- Contact centre profiling displays
- Skill set monitoring for availability status
- Agent logon, multiple status code and wrap up report's/display's
- Agent performance league tables
- Inbound/outbound call activity support
- Virtual agent/remote worker reporting

Capita DSx ICCS feature support

- Supervisor activity dashboard
- DPNSS line monitoring for simultaneous call reporting
- Contact centre line activity and dispatcher status profiling displays
- Agent Airwave/ACD logon reporting
- Telephony and Airwave activity reporting
- Dispatcher performance league tables
- Common Call queue support
- Virtual agent/remote worker reporting



The Agent Contact Centre Management solution

A history and introduction

Call Vision Pilot first released Enigma, their original Call and Agent Logging product to the Blue Lamp market in 2004. It contained a fixed suite of textual reporting with historical pie chart displays that proved popular with emergency service customers

Enigma saw deployment in 999 contact Centre environments all over the UK, principally Ambulance and Fire markets from Exeter in the South to Central Scotland in the North offering both telephony and airwave reporting capabilities.

The Enigma logging solution was selected from a competitive field by SunGardPS Ltd, now Capita SIS Ltd as their MI application of choice for the DSX range of ICC's solutions

As an evolution of all we have learned from 7 years supplying the emergency services and after the feedback received from Capita SIS Police, Ambulance and Fire customers, Emercom can proudly offer the ACCR or Agent Contact Centre Reporter solution as an integrated and tested part of the Cisco/Call Vision/Capita solution.

Automatic web based reports available dynamically to view from the Call Vision consoles – real time data to drive performance where you need to see it!

ACCM comprehensively reports valuable information on Agents and calls right across the enterprise on a single call/single agent or grouped call/grouped agent basis.

Real time visibility from the moment of first call ingress.

Putting the right information in the right place at the right time to enable and empower strategic and policy decisions!