


ACD Reporting

for Nortel platforms



Is your company handling calls efficiently or are customers getting lost in queues?

Communication is the essential key to a world that demands instantaneous results.

Most organizations pride themselves in providing customers with answers quickly and efficiently. An overloaded, inaccurate or malfunctioning ACD system could spell disaster. ACD Reporting gives you a powerful means of deciphering the reams of information produced by your telephone system ACD statistics right from your desktop computer. Now you can make intelligent workforce and network planning decisions with concise system metrics.

Why trust the performance of your call center to just chance?

- ✓ Powerful SQL query builder quickly mines data that you need to make decisions
- ✓ Create custom reports with corporate logo and specific ACD information
- ✓ Create graphs that pictorially identify activity, patterns and trends
- ✓ Capacity is limited only by the size of the hard drive
- ✓ Produces reports in PDF, XLS, XML and many other formats
- ✓ A built-in job scheduler automates reporting and other recurring tasks.
- ✓ Integrates with RSI call accounting modules

RSI

www.telecost.com

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Phone: 905 576-4575 Fax: 905 576-4705 Email: rsi@telecost.com

ACD Reporting monitors and records all activity generated by your telephone system. Powerful drivers convert the data into a concise readable database file.

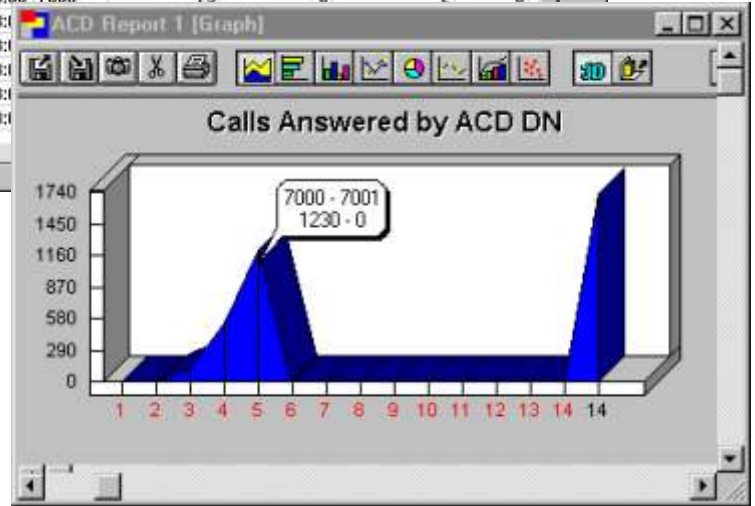
Search for information by day, time or

Select any fields to graph and give your reports life with graphical representation of your ACD statistics.

Graphs may be produced in various forms including: bar, pie, line and area. You may even submit the graphs to other

ACD Report 2

ACD	DATE	TIME	ACD_DN	CALLS	ACPT	RECALL	SRC	LONG	WTIME	ABD	NO	z
000	19990215	18:00	7700		0		0			0	0	
000	19990215	18:00	7751		2		0			0	3	
000	19990215	18:00	7752		17		0		222		2	
000	19990215	18:00	7750		37		0		142		1	
000	19990215	18:00	7000		73		0			2	0	

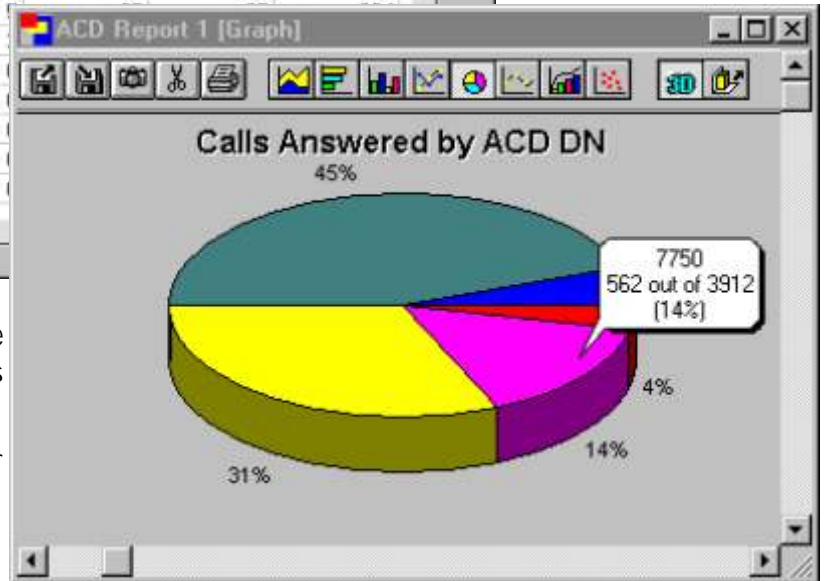


ACD Report 1

ACD	DATE	TIME	ACD_DN	AVG_AGTS	CALLS_ANS	ASA	AVG_DCP
000	19990215	18:00	7700	0	0	0	0
000	19990215	18:00	7751	3	0	0	0
000	19990215	18:00	7752	2	17	48	144
000	19990215	18:00	7750				
000	19990215	18:00	7000				
000	19990215	18:00	7001				
000	19990215	18:00	7002				
000	19990215	18:00	7003				
000	19990215	18:00	7004				
000	19990215	18:00	7005				

How many calls are being abandoned in queue?

How are your agents performing?



ACD Reporting gives you a cost effective alternative to high-priced competitive systems with big footprints.

In fact, your computer can be busy doing other tasks while ACD Reporting is doing its job!

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