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Distance Reporting 2.0

Remote reporting and wallboarding solution for your Cisco IPCC



Distance Reporting 2.0 is just one of several third party enhancements available from Futuri for your Cisco Contact Centre. Building on, and extending the functionality offered through earlier product offerings, Futuri brings you additional tools to monitor your IP contact centre platform. Distance Reporting 2.0 is designed for seamless integration and minimum cost of ownership, yet provides a data rich monitoring solution not previously possible with an 'out of the box' Cisco offering.

Distance Reporting 2.0 is a new product offering from Futuri to maximise the effectiveness of your contact centre by allowing your management staff to receive the latest in real-time, historic and alert information regardless of their geographic location. Distance Reporting also enables your contact centre agents and supervisors to have a software wallboard on their Cisco IP Phone, removing the need for the 'real-estate' required for a traditional wallboard, and reducing costs.

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Target Audience

- > The contact centre manager, team leader, supervisor, agents & support team.

Features

- > Real-time contact centre reports that can be received on your mobile device.
- > Instant notification of alerts as they occur.
- > Spot trends or problems from a remote location.
- > IP Phone Wallboard for all IP Phone Users
- > Instant access to contact centre data through WAP.
- > Scalable as your contact centre grows.
- > Suitable for Managers, Supervisors, Agents and Support staff.
- > Seamless integration with your Cisco IP contact centre platform.
- > Custom report creation wizard available.
- > Receive colourful graphical reports with MMS.
- > Easy administration
- > Easy knowledge transfer of reporting data to team members.

BENEFITS TO THE CONTACT CENTRE

Distance Reporting 2.0 allows your team to receive notification of the events happening in your contact centre from a remote location. Imagine being aware of potential problems and successes or just keeping an eye on the general running of the contact centre whilst in meetings or away from the office.

As a user of Distance Reporting it is possible to receive information from any WAP enabled mobile device at times to suit business needs. It is also possible to configure alerts, allowing your staff to receive instant notification of the events happening in the contact centre. This crucial business information will make it possible to pre-empt problems and monitor trends without having to keep a constant watch over the contact centre. The embedded Cisco IP Phone wallboard allows supervisors to keep watch over their skill groups and agent teams, and gives agents a graphical display of current contact centre statistics.

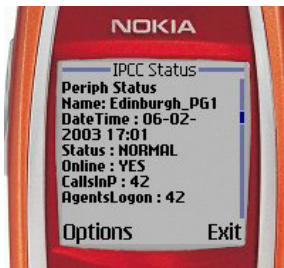
ENHANCED FEATURES AND OPTIONS

Distance Reporting comes pre-packaged with a configurable reporting and wallboard template.

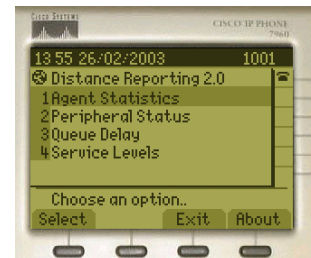
Additional templates can be created to suit business requirements.

In-built security to allow different levels of user access and reporting with a web based configuration tool.

WAP and MMS technology enable real-time report access giving up-to date information on demand regardless of location. The WAP features also enable emailing and texting of reporting data to others for instant attention.



WAP Interface



IP Phone Wallboard

More Information

For more information on Futuri's range of products and service's please visit

www.futuri.com

Or contact sales@futuri.co.uk

See an on-line demo at www.ipccstatistics.co.uk