# Give your customers a complete view

OfficeServ Contact Centre Reporting extends the features of OfficeServ Call Reporting with the following additional functionality;

Call Centre Agent Report

Call Centre Agent Report is an ideal agent and call centre productivity reporting tool, providing up to the minute call information for each member of staff. Call activity for each agent, or group of agents, is represented using easily understood graphics and tables that highlight call trends.

Agent performance can be analysed using any of the 15 comparison charts including: total talk time, calls this hour and average response times. Crucially, unanswered calls can also be identified in real-time by intelligent CLI (Calling Line Identity), enabling a rapid recovery of abandoned or lost calls.
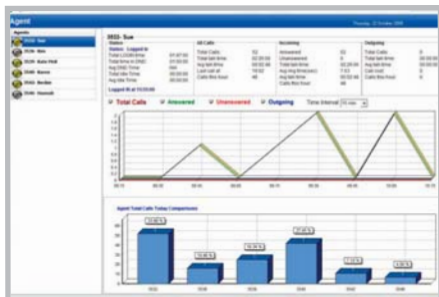
ACD Group "Soft Wallboard"

The Contact Centre Wallboard module allows 10 group performance parameters to be displayed continually in real-time for any group on a supervisor or agent's desktop, or even fed into large screens for everyone to see. This is an essential tool for any call centre environment, providing real-time* statistics including:

- Total calls received, waiting, answered or lost
- Current longest waiting call time
- Average and longest queuing time
- Individual agent call handling activity
- Average ring time before calls are answered
- Average transaction time after answering.

*Dependent on system configuration, there can be a short delay.

ACD Group Monitor

ACD Group Monitor is the ideal tool for evaluating the success of each team or department against key performance indicators, such as number of calls made, received and abandoned, total call cost and longest incoming and outgoing calls.

This advanced insight is enhanced with charts highlighting incoming and outgoing call trends through the at-a-glance comparisons of 'calls today' or any other day chosen.

DDI report

Specifically monitors inbound calls to your DDI numbers giving performance figures for the Grade of Service and Percentage of Calls Answered (PCA). Caller Tolerance will help you to understand how long customers are prepared to wait to be answered.

Call back report

Provides intelligent analysis of missed calls to give a concise list of callers who have not been called back within a certain period or between a selected range of dates.

With the ability to analyse this information you can maximise the productivity of all your staff and resources, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service to existing clients and new prospects.

KEY:
S – Standard, O - option

ACD Wallboard	S
Agent status and group analysis	S
Agent activity reporting	S
ACD Group reporting	S
Call centre reporting	S
Call centre modelling	S
ACD report analysis	S

System requirements

OfficeServ Contact Centre Reporting

• Dedicated Dual Core PC, 2.0GHz or faster
• 32 or 64 bit Windows XP Professional, 7 Professional, Server 2003 /2008
• Minimum 1GB RAM (2GB preferable)
• 900MB Hard Disk Free Space
• CD-ROM drive

Please contact Samsung Support for advice on how to specify the server/pc requirements for combinations of the products (OS Voice Recording, OS Contact Centre Agent and Reporting and OS Call Reporting).

* Features and specifications are subject to change without prior notification

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