

For Immediate Release
March 7, 2016

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ONTRAQ ADVANCED CALL CENTER ANALYTICS FOR CISCO ENVIRONMENTS

- **Offers unparalleled visibility into call center performance**
- **Economical pricing for call centers of all sizes**

ST. LOUIS, MO – March 7, 2016 – Impact Technologies announces OnTraQ for Cisco call centers. OnTraQ offers a unique approach to keeping call centers on track – at a price point unmatched in today's market. With visibility and insight into key metrics, call center leadership can make timely adjustments to keep call centers running at a high level of performance.

"Building on OnTraQ's success in Unify call centers, customers asked us to expand the product to support Cisco centers," commented Bryan Baehr, President of Impact Technologies. "For over 25 years, Impact is all about having a significant positive impact on our customers' success. We are very excited to now expand our product suite to Cisco UCCE and UCCX call centers."

Priced at just a third of traditional call center solutions but with a feature set rivaling high-priced alternatives, OnTraQ is economical for small, stand-alone centers and powerful for large, multi-site centers.

- *Customized Displays & Reports:* Leverage standard real-time displays and historical reports or customize reports with point-and-click report definition.
- *Real-Time Life of Call:* Follow each call state, such as In Queue, Talking or On Hold, as it happens.
- *Single Portal to Consolidate Multiple Call Centers:* OnTraQ brings together into a single view the performance data from across multiple call centers, offering a clear picture of overall performance.
- *2nd Line Monitoring:* Track calls made to and from agents' second phone lines.
- *Simple Implementation:* The solution can be installed and operational without painful, costly manual configuration.

"OnTraQ's success is based on its high impact analytics, ease of use, flexibility, price points and superior customer service," stated Baehr. "For call centers thinking the visibility they need is beyond their financial means, OnTraQ is the answer. And for companies tired of paying exorbitant maintenance fees for a solution that is way too complicated to use, configure and manage, OnTraQ is a perfect fit."

About Impact Technologies

Founded in 1990, Impact Technologies is a privately held corporation that delivers world class solutions in voice and data communication, safety and security. Impact Technologies is located in St. Louis, MO. For more information visit www.impacttech.com.