



## Advanced Contact Center Solution for Cisco UCCX/UCCE/PCCE



### What is OnTraQ Plus?

OnTraQ Plus complements and leverages Cisco UCCX/UCCE/PCCE call routing. OnTraQ Plus provides smaller contact centers an economically viable means to the visibility they critically need but has been out of reach, while also providing larger contact centers the needed analytical power and agent collaboration flexibility that hasn't been available regardless of the cost.

**Supervisor Desktop** provides live views, actionable dashboards and historical visibility into customer experience and agent performance. Supervisors not only see results but can impact the results they are observing.

**Agent Desktop** offers intuitive and interactive interface, allowing agents to optimize their performance based on their individual preferences and work methods.

### Why OnTraQ Plus?



**Single Portal for Visibility and Operations.** Users get all the information they need in one place! Watch your center's real-time performance, review historical trending and collaborate with customers and team members within one application.



**Customize Your Own Reports and Desktop.** No need to rely on (and wait on!) IT personnel or pay a vendor to make changes. All users are empowered to personalize their desktops. Supervisors and managers modify and create reports at anytime to meet their exact requirements via simple and quick point-and-click report creation.



**Complete Data Set.** View all the data, all the time with extensive list of reporting fields and displays.



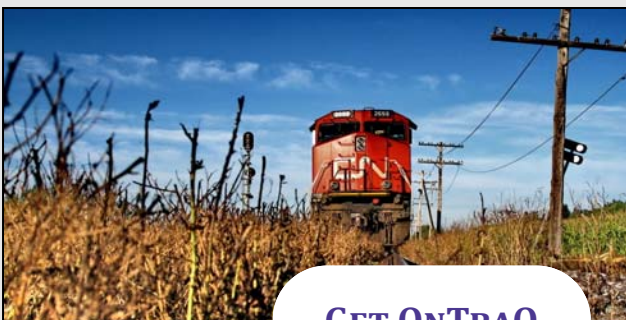
**Real-time, Step-by-Step Life of Call.** You can see the chronology of call activity as it happens. Follow each call state such as Ringing, Talking, On Hold, Transferred and more.



**User-Definable Alarms.** Define alarm states for your contact center as a whole, specific queues, agent teams and individual agents.



**Simple Implementation.** Really, a solution can be installed and operational without painful, costly manual configuration. And, what is simple to install is simple to maintain.



**GET ONTRAQ**

OnTraQ Plus has the right answers to get your contact centers on track. It is that simple!

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