OnTraQ

Well managed call centers complement everything else a company does to build strong customer relationships. Positive caller experiences build loyalty. Answering calls in a timely manner is the first step in creating a positive experience. While simple to state, it is difficult to do, especially on a consistent basis as callers expect. Do you know the service level expectations of your customers? Do you know if your service targets are being met? Do you know if your agents are too busy or idle? Do you know if your customers are getting timely responses to their inquiries or abandoning calls? And can you see this soon enough to address developing situations, instead of waiting hours or even days after the damage has been done?

You need to keep your call center's performance on mission. You need to keep your call center's performance on target. You need Impact Technologies' OnTraQ. OnTraQ dramatically simplifies managing call centers and keeping service levels on track for centers of all sizes.

Stop Operating Call Centers Without Management Tools – Many companies have chosen to operate all or some of their call centers blindly because the price of Unify OpenScape 4000 call center solutions were simply too high. OnTraQ price points are less than a third of other solutions. You don't have to choose between no analytics and breaking your budget. With OnTraQ you can afford to put real-time displays and historical reporting at the fingertips of your call center staff.

Don't Get Run Over!

Get OnTraQ!

Looking to Upgrade to OpenScape 4000 – Have a Hicom 300 and want to upgrade to an OpenScape 4000 but the pricing of the call center solutions is a budget buster? OnTraQ provides a cost-effective call center management solution. Leverage the 99.999% reliability of OpenScape 4000 ACD and OnTraQ analytics to provide a world class call center environment.

Need a Multi-Site Call Center – Spreading calls across geographically dispersed call centers accesses labor in different time zones and mitigates the risk of weather interruptions. OnTraQ and the OpenScape 4000 ACD with distributed IPDAs provides a highly cost-effective means to reliably and effectively manage teams spread across multiple sites handling calls from the same queue.

Diagnose Call Activity – Analyzing call routing, researching customer complaints and tracking down harassment calls require detailed knowledge of each call step. OnTraQ's real-time Life of Call gives you the answers quickly.

Gain IVR Visibility – Previously, the cost of monitoring IVR ports has been prohibitive. OnTraQ eliminates the risk of limited IVR availability as you see the real-time status of IVR ports, including how many are available and how many have been taken out of service. OnTraQ provides alarms when the number of available IVR ports drops below desired thresholds. You also see Life of Call detail for IVR traffic.

Minimize Cost of Call Center System Upgrade – Not all call centers in an enterprise can effectively leverage the cost or complexity of agent skills-based call routing solutions with multimedia and outbound dialing. So if you are faced with the significant investment of upgrading your existing system, only pay to upgrade the agents that require the specialized, costly functions. For the rest, leverage budget-friendly OnTraQ.

Enhance Business Continuity – If your server-based call routing system fails, do you have a plan to know the calls in queue at the time of failure and manage incoming calls using the reliability of OpenScape 4000 ACD for however long the outage lasts? Do you have backup reporting available in case of primary system failure? With OnTraQ, you know the calls in queue at the time of failure and manage incoming calls using the OpenScape 4000 ACD. And, OnTraQ is the perfect solution for call centers on survivable IPDAs.

Solutions With Impact™

ANALYTICS OF YOUR DESIGN

OnTraQ provides incredible power and flexibility to create information displays specific to the needs of each call center and personal management style. OnTraQ has a palette design that lets you build information displays specific to your needs. What's important to you may not be important to another manager in your organization.
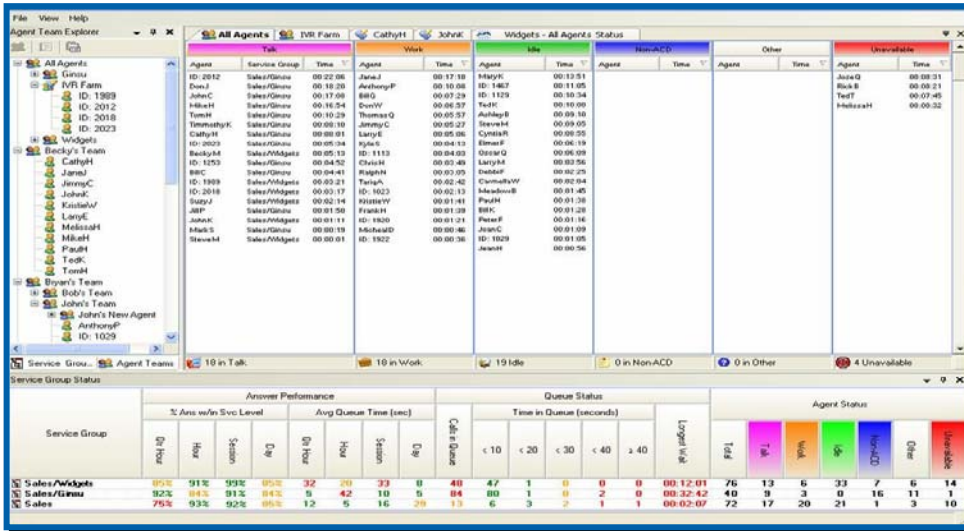
OnTraQ Tablet

OnTraQ is highly customizable, both in terms of content included and the layout structure. OnTraQ provides complete control over how panes are organized. Each pane can be nested inside the OnTraQ window or
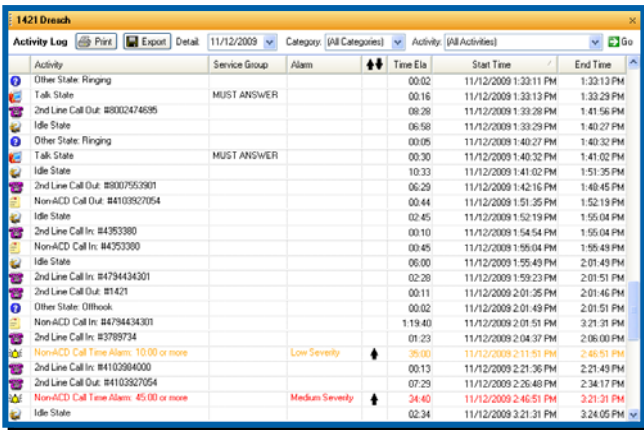
Activity Log

docked independently outside of it. This allows you to turn any pane into its own independent display, permitting you to keep an eye on key performance indicators while multi-tasking on other work. You can also display any status pane on a full graphic, high definition wallboard for the entire call center team to view.

CUSTOMIZED REAL-TIME DISPLAYS

Real-time status displays are available for Service Groups (route control groups), Agent Teams and Agents. All status displays include user-definable thresholds to alert when performance is outside expected ranges.

- The **Service Group Status** includes metrics for Answer Performance, Queue Status and Agent Status. Any column or set of columns can be removed to increase focus on areas of particular interest. Various gauges are available for the data elements in the Service Group Status creating at-a-glance displays of key performance indices.

- The **Agent Team Status** shows the state of each logged in agent and how long they have been in that state. Viewed from afar, one sees a bar chart reflecting the relative quantity of agents in each state.

- The **Agent Activity Log** shows the sequence, duration, start time and end time of the activities for a particular agent, with all alarm states clearly highlighted with color.
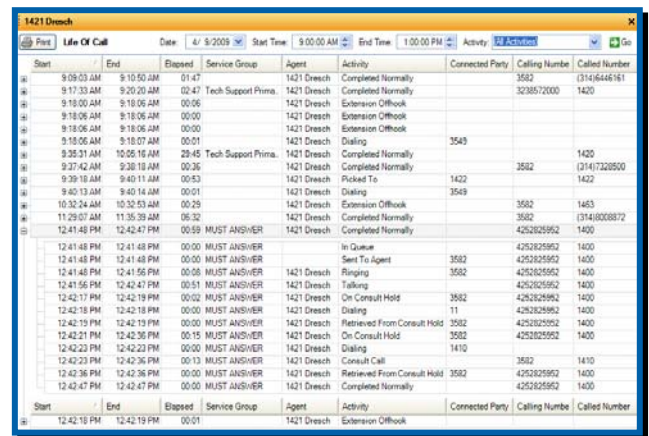

Life of Call

- **Life of Call** displays a real-time chronology of call activity. It shows you detailed information about each activity state the call progressed through, such as In Queue, Talking, On Hold, Transferred and more.

- The **Transaction Code** report shows the number of calls for a selected date and time range that were designated by your agents with a transaction code.

OnTraQ gives you a variety of ways to display information in graphic form. One of the real-time displays is the speedometer graph. You choose the metrics to be graphed and then drag a speedometer display for each metric outside the OnTraQ window for a quick-glance display of those important statistics.
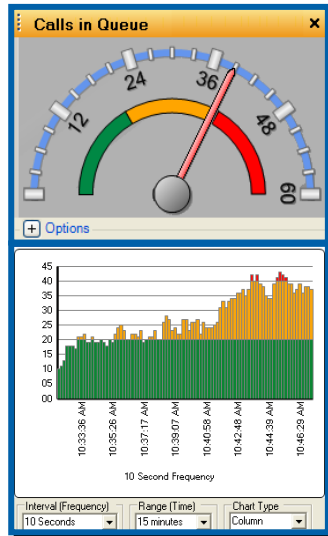
CUSTOMIZED REPORTS

When you want to plan for your center as a whole or for individual groups, create reports that track the statistics that are important to you, and only those statistics. The variety of reports you can create with OnTraQ's Report Viewer, the intuitive drag and drop report tool, is limited only by your imagination.

You can choose to create and display reports for your Service Groups, Service Group Pools, Agents and Agent


Speedometer & Histogram

Teams. The Report Criteria selections allow you to craft the exact information you need – dates, time periods, report detail, service groups, ANI/DNIS, data groups, chart style and more. Customizing performance report templates creates scorecards tailored to the needs of each supervisor and manager.

However, creating your reports is just the first step. With OnTraQ, you have many report options.

- Share report templates with other team members or use simply for personal needs.

- Export the report data in four formats – Excel spreadsheet (.xls), Adobe Acrobat (.pdf), XML paper (.xml) or OnTraQ's report (.otr).

- Print your reports.

- Finally, schedule reports to be generated at a later time and date. The report can be automatically e-mailed to your co-workers and/or printed.

USER-DEFINABLE ALARMS

You define the alarm states for your call center as a whole, for specific Service Groups and Agent Teams, IVRs and individual agents. Certain levels of performance can be defined for experienced agents, while lower targets can be set for newer agents, recognizing their progression through the learning curve. This granularity gives you the control you need to streamline the monitoring of your center's activities.
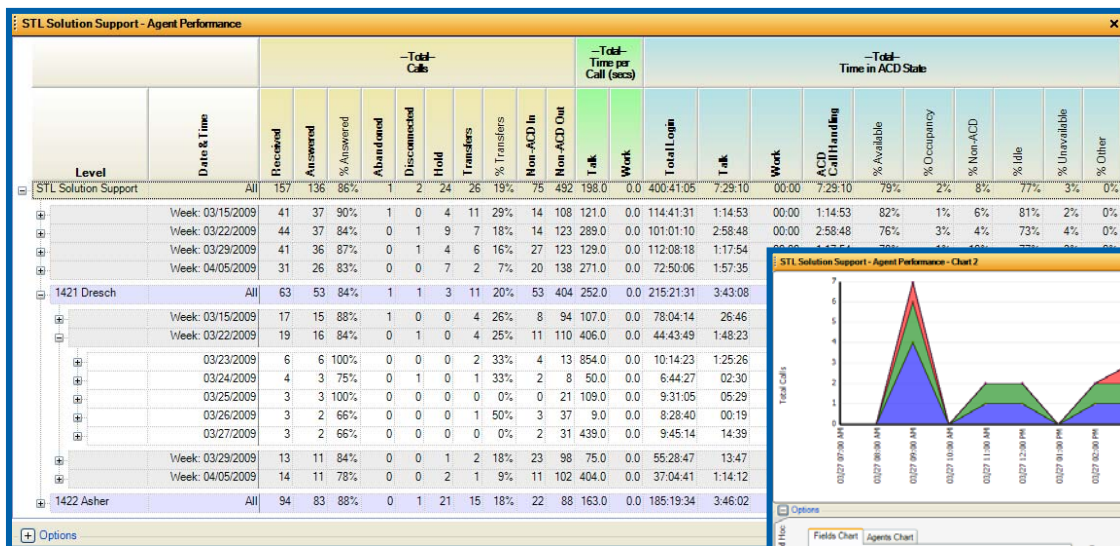
GETTING STARTED IS A SNAP

You'll wish every software application was this easy to set up! OnTraQ leverages the ACD call routing capability of the Unify OpenScape 4000, and therefore, gathers configuration information from the OpenScape 4000 and performance data from the CAP v3 server. OnTraQ interrogates the switch to discover the queue groups, ACD groups and ACD Agent IDs, including those used for IVRs. No painful configuration tasks for you! Just the quick initial hook-up and OnTraQ is configured, up and running, and displaying real-time information about your agents and queues.

You're not limited to this easy-to-download information from your switch, however. You can add aliases to the ACD Agent IDs, such as an agent's name or an IVR port's ID. You may also define virtual groups with the simple drag-and-drop interface. Virtual groups are a powerful tool that let you track the time a caller spends in queue when being routed through multiple ACD groups on the switch. Create one virtual group for each of these interdependent queue groups and, for the first time, you will get a true measure of the service your callers are receiving.

"Even if you're on the right track, you'll get run over if you just sit there."

Will Rogers

You are free to distribute OnTraQ throughout your organization. Give each manager and supervisor the OnTraQ advantage at no additional license cost and see service levels rise.
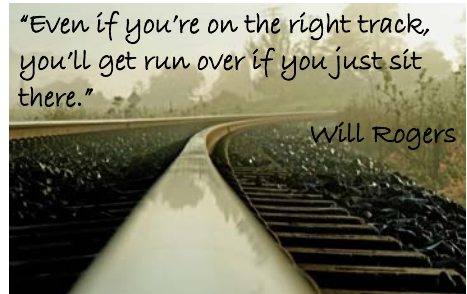
ONTRAQ ADVANTAGES

OnTraQ gives you visibility and insight into the key metrics you need to keep your call centers running at a high level of performance. You view the information you need, when you need it and then can make the timely adjustments to meet your performance objectives.

- **Easy to Install, Easy to Maintain, Easy to Use** – OnTraQ automatically imports configuration data from the OpenScape 4000 so you don't have to spend weeks or months manually configuring your system and then struggle to maintain it thereafter. With the base information available, you can then quickly update aliases and define virtual groups. Best of all, use OnTraQ's point-and-click reporting tool to create your own reports, and share your report templates with other OnTraQ users.
- **Large Team Multi-Site Architecture** – Why let your management tool drive how you operate your call centers? Take advantage of the benefits of geographically dispersed centers and rely on OnTraQ to provide the single portal to manage and report on all your remote centers.
- **Vital Reliability** – Don't risk impacting customer satisfaction because you drop calls or have poor call quality. Leverage the 99.999% reliability of OpenScape 4000 ACD and OnTraQ analytics to drive the availability and quality your customers demand.
- **Real-Time IVR Visibility** – With OnTraQ, you know the exact number of available IVR ports at all times. OnTraQ also provides real-time Life of Call for IVRs along with detailed historical reporting to track trends for your IVR traffic.
- **Life of Call Analytics** – OnTraQ's Life of Call provides a real-time, step-by-step chronology of all call states. Trace calls and analyze agent call handling in greater detail than previously available.
- **Affordable for Centers of All Sizes** – OnTraQ is the cost-effective call center performance management solution for small to large enterprises, single site to multi-site. Avoid the high cost of server-based call routing solutions. Get OnTraQ and put world-class analytics to work for your centers.

ABOUT IMPACT TECHNOLOGIES

Impact delivers world class solutions – on time, on budget and of superior quality. We are completely dedicated to the success of our customers and do not permit external forces to diminish our focus and commitment. Impact is located in St. Louis, Missouri, USA. We are a privately held corporation founded in 1990.

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