Don't Get Run Over!

Get OnTraQ!

If a customer calls your business, make sure that call is answered. It doesn't get much more basic than this.

Lost calls represent lost revenue opportunities, and calls that spend too long in queue represent unhappy customers. But, what is simple to understand isn't always easy to manage.

By offering a unique approach to keeping your HiPath 4000 call centers on track, OnTraQ dramatically simplifies managing call centers. Keep reading to see why you need to get your call centers OnTraQ.

No Call Center Management Tools

Many companies have chosen to not purchase a HiPath 4000 call center solution simply because of the high price tag. You are operating blind because you think you can't afford a high quality call center management system. OnTraQ price points are unmatched in the market – starting at less than $100 per agent. For significantly less than you imagined, you can put real-time displays and historical reporting at your call center staff's fingertips.

Affordable Call Center Solution to Upgrade Hicom 300 to HiPath 4000
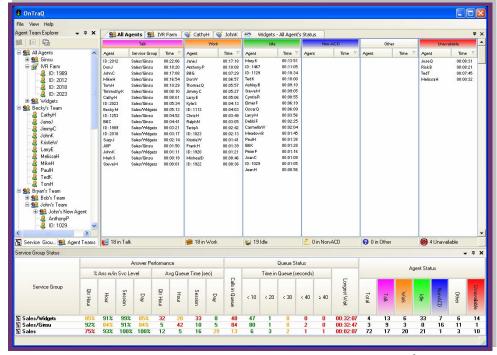
If you currently have Hicom 300 call centers with plans to upgrade to a HiPath 4000, OnTraQ provides a new cost-effective call center management solution. You don't have to choose between no analytics and breaking your budget. Leverage the ACD call routing capability of the HiPath 4000 and

OnTraQ analytics to provide a world class call center environment.

IVR Visibility

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

Avoid High Cost of Current Call Center System Upgrade

The cost of existing call center management systems is in part driven by their incorporation of skills-based routing and advanced features, such as outbound dialing or multimedia support. If you are facing the task and investment of upgrading your existing system, ask yourself if you are truly leveraging all the features of your current system, or is there a better option? Maybe you really do need those advanced features for your key call

centers, but you have other call centers that can't justify the cost of your current system. OnTraQ is the budget-friendly option for those call centers that would benefit from high quality call system analytics but don't require multimedia or outbound capabilities. Upgrade your existing call centers where required, but invest in a more practical option for your other centers.

Don't Get Run Over! Get OnTraQ!

Do you know if your call center service targets are being met? How do you know if your agents are too busy or idle? How do you know if your

customers are getting timely responses to their inquiries or abandoning calls?

Quickly gain visibility into agent performance, customer service metrics and IVR status with OnTraQ today. Take positive steps to address developing situations, instead of waiting hours or even days after the damage has been done.