

OnTraQ

Advanced Contact Center Analytics for Cisco UCCX/UCCE/PCCE

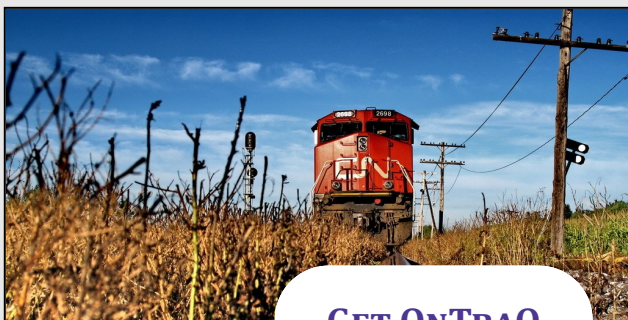


What is OnTraQ?

OnTraQ empowers management teams with visibility and insight into the key metrics needed to keep contact centers running at a high level of performance. Users view the information they need, when they need it, and can make the timely adjustments to meet performance objectives.

OnTraQ complements and leverages Cisco UCCX/UCCE/PCCE call routing. OnTraQ provides smaller contact centers the visibility they critically need but has been out of reach, while also providing larger contact centers the needed analytical power.

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.



GET ONTRAQ

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

Why OnTraQ?



Single Portal. Users get all the information they need in one place! Watch real-time performance and review historical trending within one application. See all your centers in one view or restrict the view based on user access rights.



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.

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