Well managed contact 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?

Impact Technologies holds five (5) beliefs about Contact Center Management Tools:

- **Managers & Supervisors should be able to Modify their own Dashboards and Reports in Real Time!** Managers and supervisors know what information they need to manage their contact centers and how it needs to be organized to maximize its value. Forcing them to put requests into a technical team simply wastes time of the managers, supervisors and technicians while delaying the realization of the modifications. Of course, this requires a technical skill set to be maintained inside the company, which can be complicated and expensive, or reliance on outside professional services, which is definitively expensive.

- **Agent Skill-Based Call Routing is Overused and the Value Overstated.** The industry would have you believe that suffering through the complexity of assigning skills to each agent is critical to your contact center's success. It simply is not true. Agent Skill-Based Call Routing is not only time consuming upfront but requires significant effort to maintain agent skills assignment. For most contact centers, the truth is that the simple one-time task of mapping skills to ACD Groups (a.k.a. Group Skill-Based Call Routing) is as effective in getting the right agent to the right call as Agent Skill-Based Call Routing.

- **Overpriced Tools Don't Mean Better Analytics!** There are five (5) foundational issues that drive performance of a contact center. Solutions that maintain focus on the core operational drivers behind success empower contact center leadership to effectively and efficiently manage their centers. Expensive tools with lots of bells and whistles and tangential features often create distractions instead of presenting decisive, functional and intuitive displays and reports.

- **License Fees at $1,200 to $1,500 per Agent are Excessive & Damaging!** Not only do traditional contact center solutions charge excessive fees upfront, they charge 15% to 20% per year thereafter. Over five (5) years this adds up to over $1,900 to $2,700 per agent. High license fees have three (3) horrific impacts:

  - Denies many contact centers the visibility they need to effectively manage their operation as they are not viewed as high valued enough to warrant the exorbitant fees charged by the industry's traditional contact center tool providers. So, they run blind with no analytics.

  - Limits funds available to purchase other tools contact centers could use to elevate their performance.

  - Drains corporate profits needlessly.

- **Implementation should not be Incredibly Complicated, Drawn Out nor Brutally Expensive!** The industry's traditional contact center tool providers love having complicated systems because then they can sell overpriced professional services. Solutions take weeks or months to install. Contact center staff is drowning in software implementation meetings and tasks and not focused on contact center performance. And, what is complex to install, is complex to maintain.

There is a better way. *It's called OnTraQ!*

Solutions With Impact™

ANALYTICS OF YOUR DESIGN

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

The OnTraQ dashboard 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 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 contact center team to view.
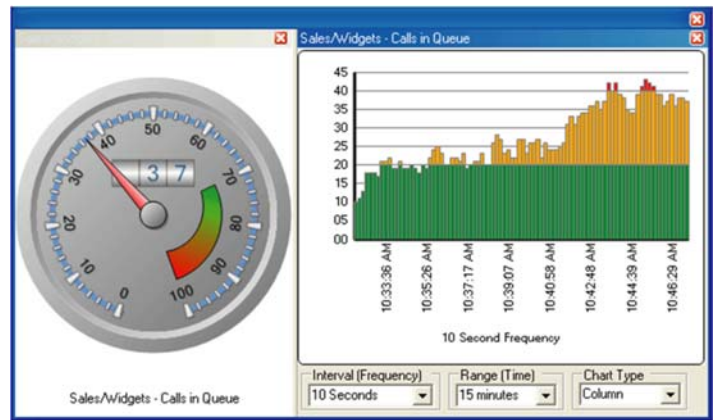
Status. Any column or set of columns can be removed to increase focus on areas of particular interest. Various gauges are available for the data elements in the Service Group Status creating at-a-glance displays of key performance indices.
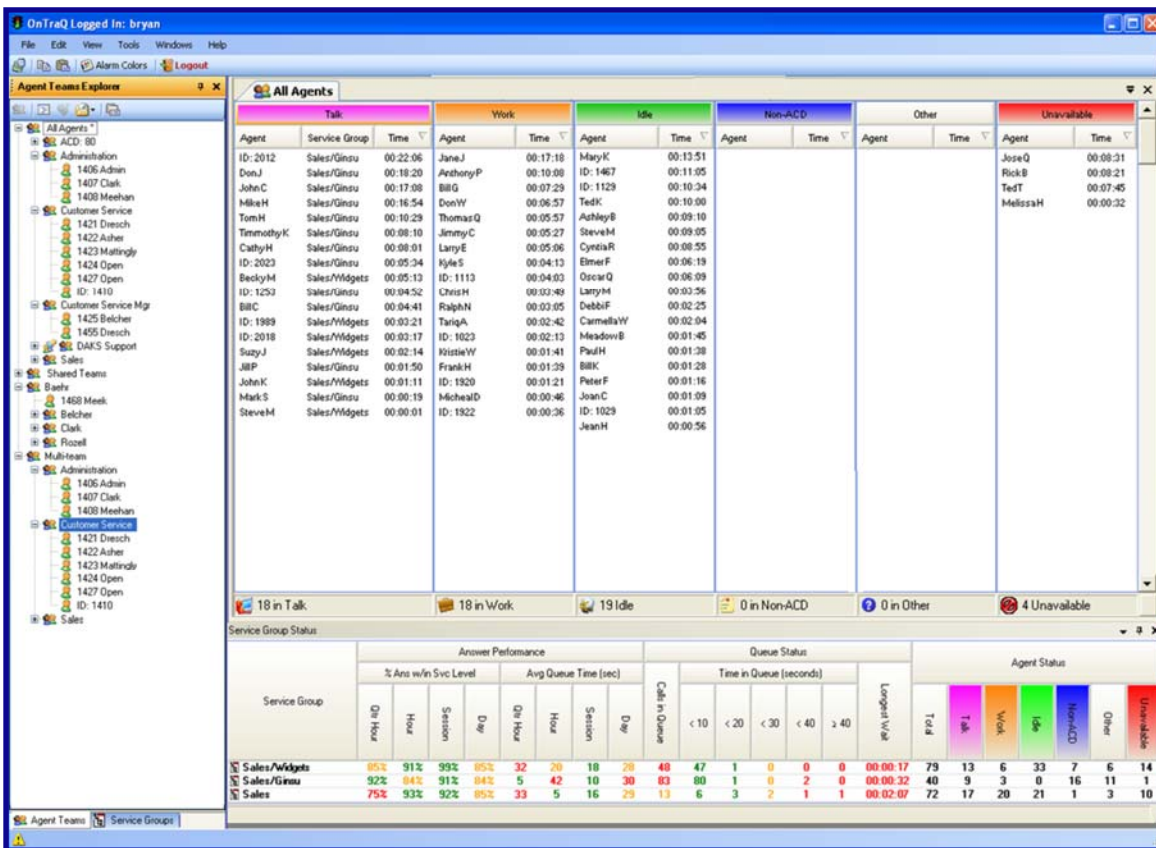
- The **Agent Team Status** shows the state of each logged in agent and how long they have been in that state. Viewed from afar, one sees a bar chart reflecting the relative quantity of agents in each state.

- 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** 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.

- **Histograms and Speedometer graphics** present quick-glance displays of important statistics, such as calls in queue, agents unavailable and much more.

CUSTOMIZED REAL-TIME DISPLAYS

Real-time status displays are available for Service Groups (queues), 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

GET OnTraQ

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

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 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 (.xlsx), Adobe Acrobat (.pdf), XML paper (.xml) or OnTraQ's report (.otr).

- Print your reports.

- 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.

VIRTUAL GROUPS

With OnTraQ, your reports and displays are not limited by the defined structure of your contact center. You may create 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. Or create a virtual group of new contact center agents and monitor their real-time status independent of the ACD group they are assigned to.

USER-DEFINABLE ALARMS

You define the alarm states for your contact center as a whole, for specific Service Groups, Agent Teams 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.

2ND LINE MONITORING

OnTraQ tracks calls made to and from ACD agents' second phone lines for UCCX centers. You can see whether agents are taking advantage of using their second lines to keep their ACD lines free or if they are bombarded with unnecessary personal calls.

STAY OnTraQ

OnTraQ provides visibility and insight into the key metrics you need to keep your contact centers running at a high level of performance.

ONTRAQ ADVANTAGES

OnTraQ gives you visibility and insight into the key metrics you need to keep your contact 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.

- **Getting Started is a Snap** – You'll wish every software application was this easy to set up! At installation time, OnTraQ interrogates UCCE/PCCE/UCCX for configuration information such as discovery of the queue groups, ACD groups and ACD Agent IDs. OnTraQ then receives real-time events from UCCE/PCCE/UCCX as call events occur and changes to agents and queues happen. No painful configuration tasks for you!

- **Easy to Use** – Live agent and queue status, real-time life of call, dashboards and historical reporting are available within the same application and easily accessible with a mouse click. Customize your dashboard with the information displays you want. Easily create your own reports, and share your report templates with other OnTraQ users. The power is at your fingertips!

- **Single Portal to Consolidate Multiple Contact Centers** – OnTraQ provides consolidated reports for multiple contact centers. If you're part of a multi-center environment, don't mash together data by hand from various sources to get a clear picture of overall performance. Let OnTraQ bring together into a single view the performance data you want from across contact centers.

- **Economical for Centers of All Sizes** – You don't have to choose between no analytics and breaking the budget. Stop paying exorbitant maintenance fees for a solution that is way too complicated to use, configure and manage. OnTraQ offers affordable, world-class analytics for any size Cisco contact center. Plus, 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.

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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