

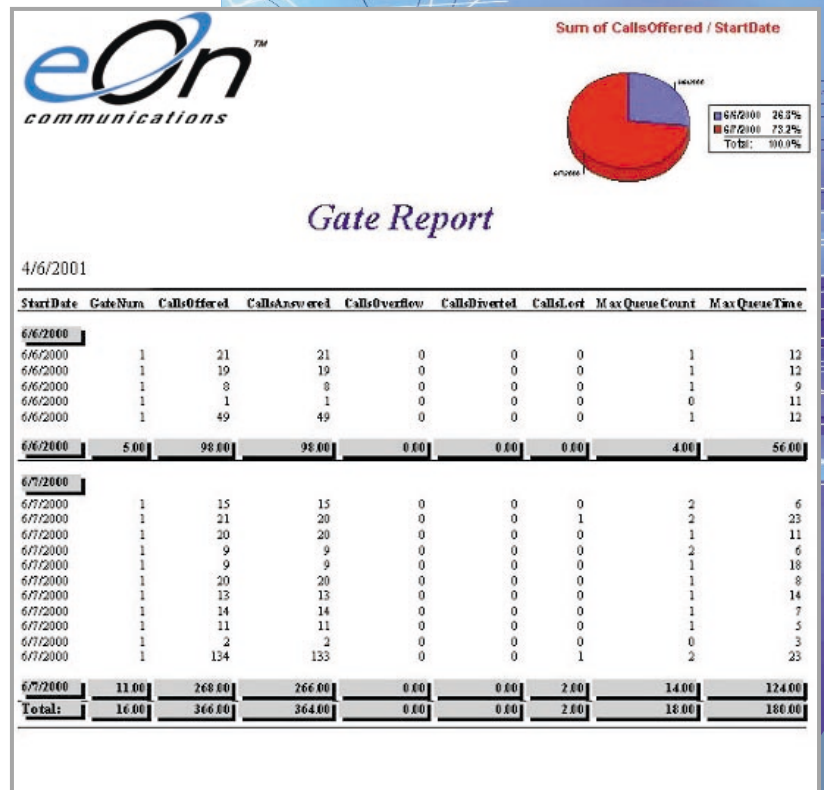


eQueue™ Reporting

eQueue Reporting provides flexible standard and custom reports, available in both real-time and historical formats, giving you the necessary information to manage contact center efficiency, agent performance and service delivery levels. The unified architecture of the eQueue Multi-Media Contact Center Solution uses a single, standards-based reporting engine to track virtually all contact center resources, applications and interactions. Because of this architecture, eQueue Reporting enables you to build comprehensive, end-to-end management reports from multiple disparate systems. eQueue Reporting delivers consolidated data in a timely and easily accessible manner that is presented in a form that fits the unique needs of your enterprise.

Unified Reporting

With the eQueue Multi-Media Contact Center Solution, many applications such as ACD, PBX, unified messaging, chat and e-mail management, are all integrated onto a single platform. This tight integration eliminates many of the technology barriers that make true end-to-end contact center reporting difficult and enables reports to be created from multiple applications for effective contact center resource management.



eQueue Reporting gives you the ability to create custom historical reports that track and monitor critical contact center statistics.



Agent ID	Agent Name	Group Name	Agent State	Mode	Cont... Time	Handl...	Avg Talk	Avg Wrap	% Prod...	Unavail Time	Calls Made
257	Mary Ann Alderman	Group 200	Gate		0:25	16	0:52	0:03	92	0:37	1
349	Troy Lynch	Group 200	Unavailable		0:06	4	2:08	0:19	91	1:10	2
430	David Weiss	Group 200	Gate		0:19	25	0:15	1:39	91	0:46	2
432	Ed Barker	Group 200	Gate		0:40	32	1:22	1:09	98	0:50	2
434	Karl Holmstrom	Group 200	Gate		0:02	13	0:04	1:30	96	0:32	2
441	Shawn Regan	Group 200	Gate		0:01	28	0:24	0:15	93	0:15	0
442	John Shugart	Group 200	Unavailable		0:04	16	2:01	1:22	96	0:24	1
443	William Halliburton	Group 200	Made Int		0:25	3	0:15	0:54	96	1:21	1
444	Nicola De Rosa	Group 200	Lunch		0:01	21	0:04	1:34	93	0:17	2
461	Pete Melton	Group 200	Gate		0:26	1	8:42	1:58	87	1:35	4
888	Lori Cox	Group 200	Idle		0:08	5	1:25	1:29	99	1:21	0

The eOn Supervisor WorkSpace™ puts critical contact center information right at your fingertips making it easy to manage contact center efficiency, agent performance and service delivery levels.

Multi-Media

eQueue Reporting tracks customer contacts across all media channels - voice, e-mail and chat. Regardless of how a customer chooses to communicate, eQueue Reporting provides the customer-centric reporting capabilities needed to accurately manage the consistent delivery of an enriched customer service experience.

Real-time and Historical Formats

eQueue Reporting monitors numerous system statistics including the number and type of contacts queued, longest wait time, after work time, service level percentages and a range of other productivity measures. This data can be compiled and presented via real-time displays or historical reports. Displays can be customized showing critical contact center statistics in colorful, easy-to-interpret formats, including charts, graphs and text tables. Additionally, a multitude of historical reports is also included with eQueue Reporting to provide a comprehensive array of detailed statistics. Reports are available on-demand or scheduled for routine or future printing needs.

With this combination of real-time displays and historical reports, contact center managers have the ability to spot problem areas before they escalate and to observe the time-based trends of their operations.

Open Access

The eQueue Reporting data is stored in industry-recognized formats and can be viewed and retrieved not only from eQueue client workstations, but also from any ODBC-compliant desktop application.

Also, custom reports can be built and scheduled using any number of third party database access tools and report data can be exported into industry-standard file formats for use in other contact center applications.

Multi-Site Integration

eQueue Reporting enables managers and supervisors in different locations to view displays and reports showing real-time, enterprise-wide contact center conditions from any, or all, networked eQueue sites. Whether viewing displays for one contact center or many, the end result is the same – easily created, brightly colored and extremely effective graphical representations of contact center resources, agent productivity and customer interactions.

Key eQueue Reporting Benefits

- Single view reporting of all contact center applications
- Detailed customer activity across voice, e-mail and web communications channels
- Tailor real-time displays and historical reports to meet your specific management needs
- Incorporate critical contact center statistics into existing management reporting applications
- Consolidated view of multi-site networks



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