

# **QueueMetrics<sup>®</sup>**

## **call center monitor**

- ✓ Monitors inbound queues and outbound campaigns
- ✓ Heavy-duty, industrial-grade solution
- ✓ Deployed in hundreds of call centers worldwide
- ✓ Web-based interface, no client installation required
- ✓ Minimal Asterisk<sup>®</sup> interactions leads to maximum overall availability

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## How it works

**SMALL CC**  
(<50 agents)

- ✓ Asterisk writes data to a log file while QueueMetrics reads it and produces all reports
- ✓ Can be installed on separate server

**MID-SIZE CC**  
(50-100 agents)

- ✓ Lightweight data loader process
- ✓ Load is minimized on Asterisk server

**LARGE CC**  
(>100 agents)

- ✓ The whole cluster of Asterisk servers is monitored as one large virtual call center
- ✓ Excellent scalability and uptime

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✓ Over 150 metrics computed

✓ Taken and lost call metrics: length, wait times, distribution, SLA

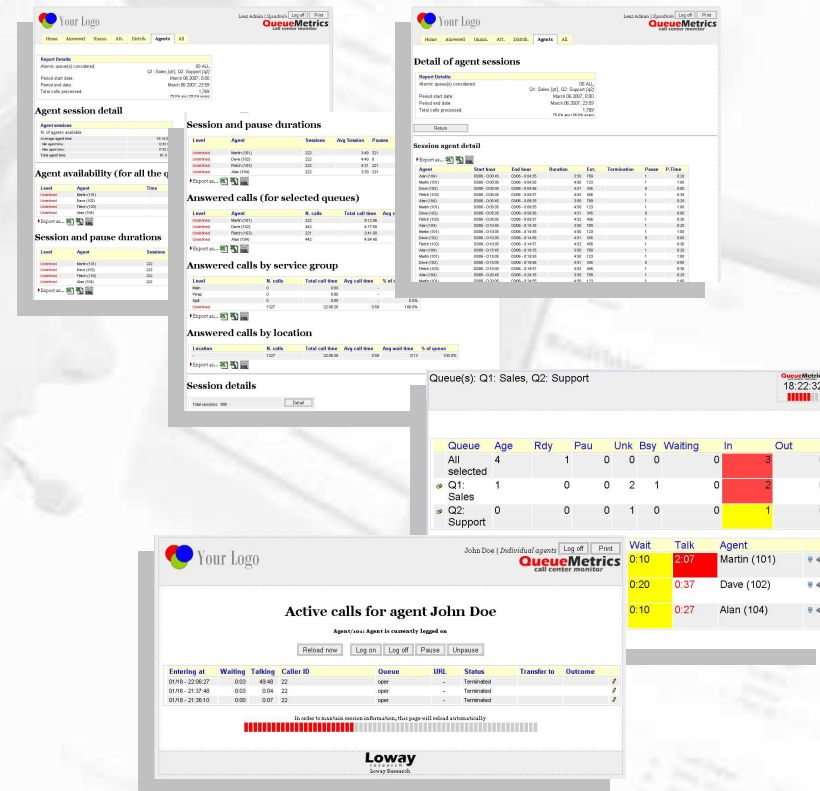
✓ Weekly, daily, hourly breakdown (up to 5-minutes resolution)

✓ Area code analysis

✓ Agent session metrics, complete of ACD and non-ACD time

✓ User-definable business metrics

✓ Export data to Excel, XML, CSV



✓ Easily scriptable via XML-RPC

✓ Listen to call recordings from web

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## Real-time monitoring

- ✓ Show real-time call-center activity calls and agents
- ✓ Multiple definable alarm levels
- ✓ Supervisors can listen to live calls as they're happening
- ✓ Supervisors can monitor agent's screens
- ✓ Extensive real-time wallboard suitable for projectors or large screens
- ✓ Easy to create stand-alone wallboard systems with Linux

QueueMetrics call center monitor

Realtime call center monitoring - 13:52:05

Queue(s): Q1:Sales, Q2:Support

Queue	N. agents	Ready agents	On pause	Unk	Bsy	N. Calls waiting	On phone inbound	On phone outbound
All selected	4	1	0	0	0	1	3	0
Q1: Sales	1	0	2	0	0	0	2	0
Q2: Support	0	0	0	1	0	1	1	0

Calls being processed:

Queue	Caller	Entered	Waiting	Duration	Agent	Srv
Q1: Sales	(555)555-1111	13:50:15	0:10	1:40	Martin (101)	
Q2: Support	(555)555-4444	13:50:55	0:10	1:00	Fletch (103)	
Q1: Sales	(555)555-2222	13:51:35	0:20	0:10	Dave (102)	
Q2: Support	(555)555-5555	13:51:55	0:10	-		

Agents currently logged

Agent	On pause	Srv	Last call	On queue
Martin (101)				Q1: Sales
Dave (102)				Q1: Sales
Fletch (103)				Q2: Support
Alan (104)				

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## Agents can...

- ✓ Access a dedicated web interface
- ✓ See their recent call flow
- ✓ See their logon and pause status
- ✓ Open external CRM applications passing along call data (IVR choices, caller ID, etc)
- ✓ Login and logoff from web interface
- ✓ Start/end pauses and enter custom-defined pause codes (e.g. lunch, back office, email, etc)
- ✓ Enter call status codes based on the call outcome (e.g. Sale, Contact, Do not call, etc)

A screenshot of the QueueMetrics web interface. The interface is titled "Your Logo" and "Martin | Individual agents QueueMetrics call center monitor". It shows a call flow for agent Martin, with a table of calls. A modal window titled "Agent pause" is open, showing "Agent's code: 101" and "Pause reason:" with a dropdown menu containing "Lunch break" and "Back office". The table below shows call details for agent Martin, including Queue, URL, Status, Transfer to, and Outcome.

Queue	URL	Status	Transfer to	Outcome
G1: Sales	Open			20: Sold
G1: Sales	-	Terminated		