

**ACD Reports unifies call reporting between the ACD and TFB's CTI Server™ by providing an uninterrupted audit trail of all call activity from cradle-to-grave and all agent activity from log-on to log-off.**

TFB's ACD Reports opens a window to all ACD, CTI, and IVR transactions in the call center, including caller interaction with automated systems and databases. By giving call centers comprehensive access to transaction data, TFB makes customized, cradle-to-grave call reporting possible without the inherent limitations of 'canned' reporting packages. All ACD/CTI transactions are recorded in an open database ready for export to standard such as Crystal Reports™, Oracle™, or Excel™. This "open data" approach gives call center supervisors unrestricted access to valuable reporting data, and complete control over the type, number, and format of the reports generated.

#### **DETAILED CALL TRACKING**

It's not just who your callers are, it's which systems they access, which agents they talk to, and how long they take at each step along the way. CTI Server identifies caller details – account, name, and ANI – then tracks (via Infolink) caller transactions on IVR ports and in the ACD.

**By giving call centers unrestricted access to ACD and CTI data, TFB makes customized, cradle-to-grave reporting a reality...**

Call transactions include ringing, transfer, queuing, disconnect, callback requests, and interaction with IVR and CTI applications. Powerful transaction details identify the type of call, which split(s) the call is queued to, disconnect types, and the relevant pilot numbers along the way. Call types aren't limited to inbound and outbound; other media channels such as email and Internet chat are tracked\*. This means reports can be generated based on any contact media, transaction type, any caller, pilot, split, or agent, for any reporting period desired.

#### **TRACKING AGENT ACTIVITY**

Merging CTI and ACD reporting also provides powerful agent activity data. Track which customers your agents talk to, call transfer details, work mode changes, and duration for all agent-related transactions. ACD Reports gives supervisors the flexibility to generate group-wide reports or highly detailed activity records for individual agents, across any reporting period desired.

#### **BENEFITS**

TFB's open approach to reporting is the result of an ongoing partnership with our end-users, and offers immediate benefits,

- **Flexibility** - users have complete control of the reporting type, period, and format
- **Open architecture** - allows unrestricted access to data, and use of 3rd party reporting
- **Report across multiple systems** - Inbound, Outbound, email, fax, web chat, ACD, IVR

ACD Reports integrates easily with other TFB applications, including multimedia and Web features, with no software limitation on call volume or agent seats. Further expansion of the contact center may incorporate Agent CRM to enhance online access to critical customer data. ACD Reports is available as a turnkey package for TFB CTI Server running Infolink Connect, and included documentation lets users quickly begin generating reports from the tool of their choice.

\*Requires TFB Agent eMail, Agent Chat

## Powerful, unified ACD/CTI reporting for NEAX-based call centers.

### Interactions

ACD Reports integrates easily with other TFB applications,

- Infolink Connect – Provides ACD call and agent data
- Automated Callback (ASAP, Scheduled, Internet)
- Automated Outbound Campaigns
- Automated Attendant
- Agent eMail
- Agent Chat
- Agent CRM

### Requirements

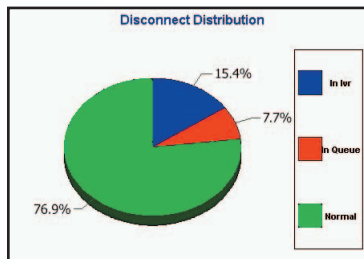
- Switch NEAX 2400/2000 with Infolink
- Platform CTI Server
- Software TFB Infolink Connect

### AVAILABLE REPORTING DATA

ACD Reports provides more than 30 unique fields of transaction detail for each event.

- Call Type (inbound, outbound, email, web chat, callback, Internet callback)
  - Pilot
  - Split
  - Caller ID (ANI)
  - Caller account number
  - Caller name
  - Agent ID
  - Agent STN
- ...to name a few

### SAMPLE REPORTING OUTPUT



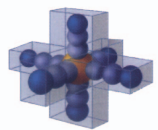
Provides group and global statistics

Callback / Inbound Call 192 ANI: 3102453116					
Transaction	Pilot	Splits 1/2/3/4	DN	Agent	
Apr 19 2002 2:26PM Queued	3860	10			
Apr 19 2002 2:26PM Queued	3864	1			
Apr 19 2002 2:26PM In lvr 9	3864				
Apr 19 2002 2:27PM Created Callback	3864				
Apr 19 2002 2:28PM Ringing	3864		3803 1112	Joe Admin	
Apr 19 2002 2:28PM Answered			3803		
Apr 19 2002 2:28PM Outbound Connected			010101		
Apr 19 2002 2:29PM Disconnected Normal			3803		
Control Code 00000002 Account # 45612-445 Client Name James_Whitmore					

Track individual callers across any reporting period with detail on pilots, ANI, and agent interaction

Email Call 245 ANI: 3109907832					
Transaction	Pilot	Splits 1/2/3/4	DN	Agent	
Apr 19 2002 3:32PM Queued		1			
Apr 19 2002 3:33PM Read	3864	1	3803 1112	Joe Admin	
Apr 19 2002 3:37PM Answered			3803		
Account # 23423-435 Client Name James_Jones					

ACD Reports tracks interaction with multimedia applications from TFB



FUSION



A Call Center Suite application for CTI Server

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