

ACD REPORTS

CRADLE-TO-GRAVE REPORTING FOR THE CONTACT CENTER

POWERFUL

All event data – ACD and IVR

FLEXIBLE

Report Designer

OPEN

Open Data. Open API.

"Flexibility and control – Design and save your own reports, choose from hundreds of statistics, filter by queues, agents, DNIS and more."

WORLD CLASS REPORTING POWER

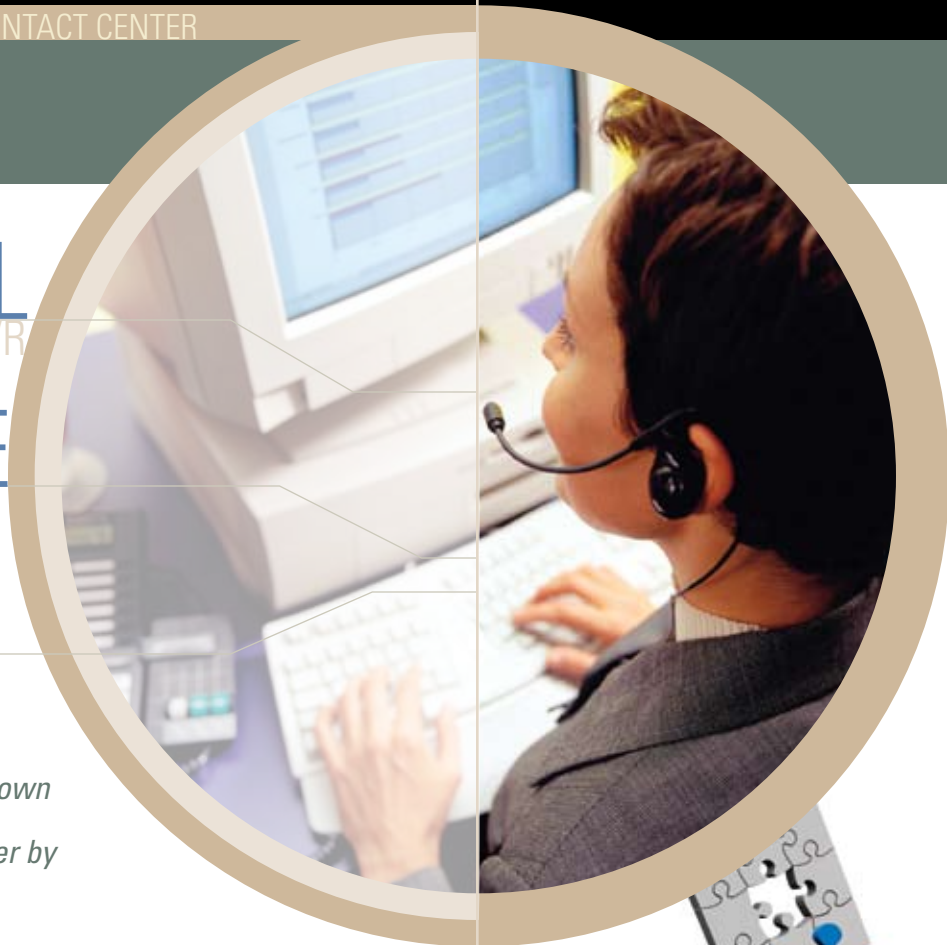
Your success depends on your call center data. TFB's ACD Reports captures it all, offering seamless cradle-to-grave reporting across your ACD, your IVR, and all agent-caller interactions.

POWER

Summary reports let you choose from hundreds of statistics, including multiple GOS thresholds, handling times, and all agent and call activity. Want details? TFB's event-based reporting records every agent and caller event. Drill down from summary reports into call detail with the click of a mouse – every agent transaction, every menu selection and interaction on every call.

FLEXIBILITY AND CONTROL

The flexible Report Generator lets you group and filter report data in the way that suits you best. Design and save reports, schedule for automatic email, and filter by queue or business unit. You're in control – hide the columns you don't need, even rename column labels to suit the vocabulary you already use.



Where does ACD Reports fit?

Like all TFB solutions, ACD Reports enhances your existing PBX/ACD, allowing you to extend your investment, while improving both the efficiency and effectiveness of your contact center.



ACD REPORTS

CRADLE-TO-GRAVE REPORTING FOR THE CONTACT CENTER

Report Designer Puts You in Control

With the built-in Report Designer, you design the layout, you filter the data, you choose the statistics you need. Group, subgroup, and filter statistics by queue, DNIS, agent, and ACD. Easily hide columns and choose only the statistics you need for each report. Enter not just dates, but ranges relative to the current day. You can say 'five days ago', 'yesterday', 'last week' and so on to define the interval you need.

With reports set up just the way you need them, you can print or schedule automatic email delivery to individual or groups. Even export reports for use in Excel or other tools.

Superior Data

ACD Reports doesn't just count calls, it stores every caller and agent action for as long as you need it. This means not only summary statistics, but detail down to the second – every caller action, every auto attendant menu, every button selected, and every agent connection. And, the same detail for agents – agent action, mode change, and call. Look at details of incidents, agent behavior and caller claims.

Even better, your staff has direct access to the open SQL database behind ACD Reports. No more buckets, no more black boxes, just reporting power you control.



FEATURES

- ❖ True cradle-to-grave archival reporting for your ACD
- ❖ Hundreds of statistics
- ❖ Event-based data (no buckets)
- ❖ One-click drill-down from summary to event detail
- ❖ Powerful and flexible Report Generator
- ❖ Multiple GOS thresholds and formulas
- ❖ Create, save, email reports
- ❖ User controls filtering, sorting, and formatting Data
- ❖ Filter reports by business unit, queue, DNIS, and more
- ❖ Enterprise Ready – Monitor all your ACD sites in one interface
- ❖ Open Database (SQL)
- ❖ Browser-based access

REQUIREMENTS

- ❖ TFB CTI Server™ and TFB Media Server
- ❖ Supported ACD and CTI Link

ABOUT TFB

EXPERTISE

Since 1989, TFB has developed telephony enhancements for medium to large organizations. Our CTI and IVR software runs call centers for Computer Associates, Japan Airlines, the U.S. Dept. of Veteran's Affairs, and hundreds more.

ARCHITECTURE

TFB protects your technology investment by design. Our modular solutions grow as you grow, supporting open standards for integration, and offering truly open data and an open API. Our solutions integrate to the telephony platform you own now, and the technology you buy down the road.

BETTER ROI

It's not just features, but quick implementation, responsive support, and low cost of ownership that make TFB solutions stand out. TFB can extend your existing telephony platform into a customer service engine that helps you stay ahead of the competition.

Contact Statistics Grouped by Queue and Agent

Agent Statistics

Group and subgroup report results by Queue, DNIS, Agent, Pilot(VDN)

Users can set date ranges relative to the current day, using English commands

