



POWERFUL

Click and Drag callers to other queues

FLEXIBLE

Highly customizable display

REAL-TIME

Hundreds of real-time statistics

INFORMATION & CONTROL



You should have control of your contact center solutions, not the other way around. With TFB Contact Director you get both real-time statistics and real-time control at your fingertips. You define your view of the data – which queues, which agents or teams, and which statistics you need to see, and in what format. You define the notifications and alarms you need – the queue, agent, and call thresholds that require additional attention.

OPTIONS FOR TAKING ACTION

Even better, when notifications are triggered, supervisors can assign additional agents to particular queues, or drag callers between queues without waiting for ACD overflow to kick in.



Highly Customizable Views

Users can customize display panels to show just the queues and stats they need, with views for calls, agents, queues, and more. Users define their own display preferences – fonts, colors, panels and so on – supervisors define the limits. Your agents see only what permissions allow, with the flexibility to display stats in the way that suits them best.

Powerful Alarms and Notification

No one can watch all of the call center all of the time. With Contact Director, every queue, every team, every agent, and every statistic can provide notification of urgent conditions in the contact center. Rule-based alarms work a lot like email rules – they give you the flexibility to define the exact conditions that need your attention. Even better you specify how you want to be notified, from simply flashing data or changing color, to sending email or an audio alarm.

With Contact Director, you get the power, flexibility, and control you need to stay on top of your contact activity, in real-time.

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.

FEATURES

- ❖ Real-time monitoring of your ACD
- ❖ Real-time Drag and drop of callers and agents between queues
- ❖ Hundreds of statistics
- ❖ Create and Save custom Views
- ❖ Powerful rule-based alarms and notifications
- ❖ Full user control and filtering of data and statistics
- ❖ Full user control of look and feel, font, display colors
- ❖ Auto-Email real-time Statistics at predefined intervals
- ❖ 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 API of real-time feed
- ❖ Tools for Supervisor and Agents - Permission-based access to control and data

REQUIREMENTS

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

