

DATA SHEET



ACD Reports offers users cradle-to-grave call and agent reports with a new level of reporting resolution, power, and flexibility. Contextual reports allows users anywhere on your LAN to drill-down from summary to details with the click of a mouse. Here's how ACD Reports stacks up against other solutions available to NEAX users ...

Features

Features	TFB ACD Reports	Other Solutions	Notes
Agents reporting size	limitation to switch	limitation to switch	Unlimited seats on TFB (competitions sells by the seat)
Cradle to Grave reporting	Yes	No	
ACD Supervisor Client	Yes	Yes**	TFB unlimited supervisors (no per seat price)
Tracking of Email and chat sessions	Yes	No	
Search Tool	Yes	No	
Integration to Voice logging systems	Yes	No	(Mercom, Voiceprint, and Wygant)
Tracking and reporting of IVR sessions	Yes	No	
Reporting of promo codes or account numbers	Yes	No	
Tracking of outbound call on PBX line	Yes	Yes*	TFB will show dialed number on PB
15 minute increment reporting	Yes	Yes	
Tracking of outbound call campaigns	Yes	No	
Reporting is event based	Yes	No	GNAV is bucket based
Exportable Data (Excel, Crystal reports, etc.)	Yes	No	
You own the Data	Yes	No	
Number of Supervisor Clients	unlimited	164	
Connection to NEC PBX	Infolink and MIS link	MIS link	
ANI information in reports	Yes	No	
Break codes in reporting	Yes	Yes	
Printing of reports	Yes	Yes	GNAV report printing is difficult
Custom reports	Yes	No	
Open database	Yes	No	
How long can data be archived	Unlimited	90 days	

*Other packages will only show outbound call no dialed number

**Limited to under 170 supervisors (sold by the seat)

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