

Contact Director

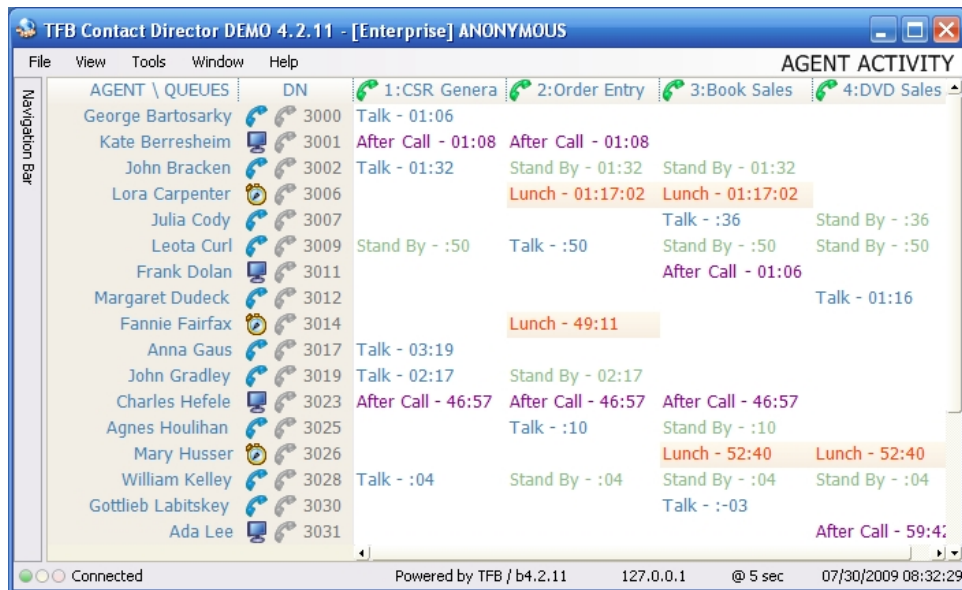
A **tContact** module for CTI Server

Contact Director is comprehensive, real-time control and reporting application, fully integrated with your ACD. Contact Director is designed for businesses that rely on their contact center as the primary touch-point with customers, and that rely heavily on monitoring to provide them with real time agent and customer status information.

TFB's Contact Director offers a powerful alternative to traditional rigid and closed telephony monitoring systems. Its flexible architecture allows users to filter information dynamically, design custom panels and views, group agents into teams, and set alarms.

BENEFITS

- **Real-time, Comprehensive Data** puts vital agent and call statistics on your agent's desktop, and real time call and agent call control at your supervisor's fingertips.



- Puts Supervisors in Control** – Improves call center traffic control by giving supervisors point and click control of agent split assignments in real-time. Allows supervisors to react quickly to balance call center loading by re-assigning agents between queues in real-time.

The screenshot displays the 'ALL QUEUE ACTIVITY' window in TFB Contact Director. It is divided into three main sections:

- QUEUE STATS:** Shows overall statistics for four queues: 1:CSR General, 2:Order Entry, 3:Book Sales, and 4:DVD Sales. Metrics include Queue No, Name, Calls in Queue (with a sub-total of 18), ASA (sec) (01:53), Calls in ASA Pool (27), and ETA (sec) (01:59).
- AGENTS \ QUEUES:** Lists individual agents and their current status across the four queues. For example, George Bartosarky (3000) is on 'Talk - 15:13' in CSR General and 'Stand By - 15:13' in Order Entry. Kate Berresheim (3001) is on 'Work - 36:55' in both CSR General and Order Entry. Other agents include John Bracken, Lamanda Brazeal (on 'Lunch - 45:20'), James Broe, and Emma Burnett.
- CONTACTS \ QUEUES:** Lists phone numbers assigned to each queue. For instance, CSR General has contacts like (318)360-5208 and (241)797-1275, while DVD Sales has (371)644-6328 and (217)689-4598.

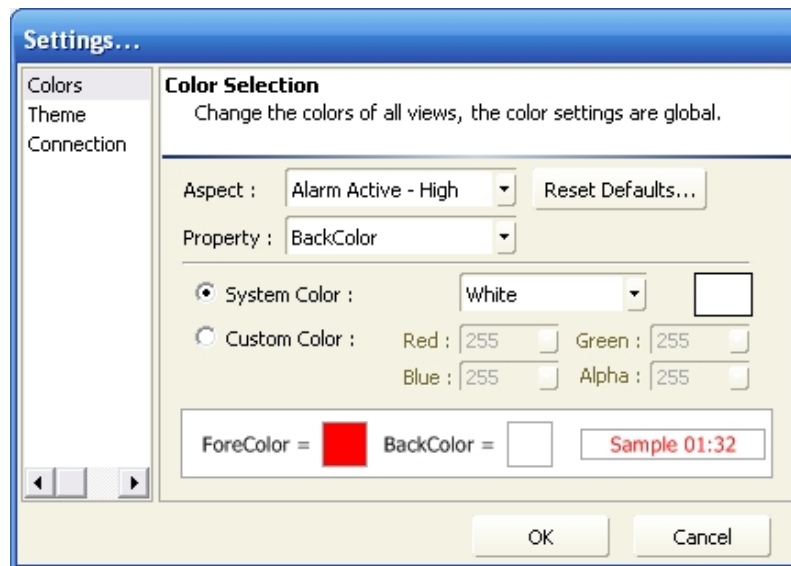
FEATURES

- Total Univerge and NEAX Integration** – Integrates seamlessly with NEAX 2000 and 2400, and with Univerge ACDs through Infolink, MIS link, and SMDR. Other multi-ACD options are also available.
- Integrated with TFB Applications** – Integrates seamlessly with TFB's Enhanced Automated Attendant, Agent eMail, Agent Chat, Enhanced Call Center Routing, Automated Callback, and even custom applications to provide a truly comprehensive call center monitoring solution.
- Hundreds of real-time statistics and data filters** – Calls in queue ETA, longest waiting, total agents, agent duration in mode, call type, DNIS, ANI, IVR Ports view, account, name, duration, Agent status, summary and detail. Additionally, users can set data to be displayed or hidden dynamically, based on the data value and rules they specify.

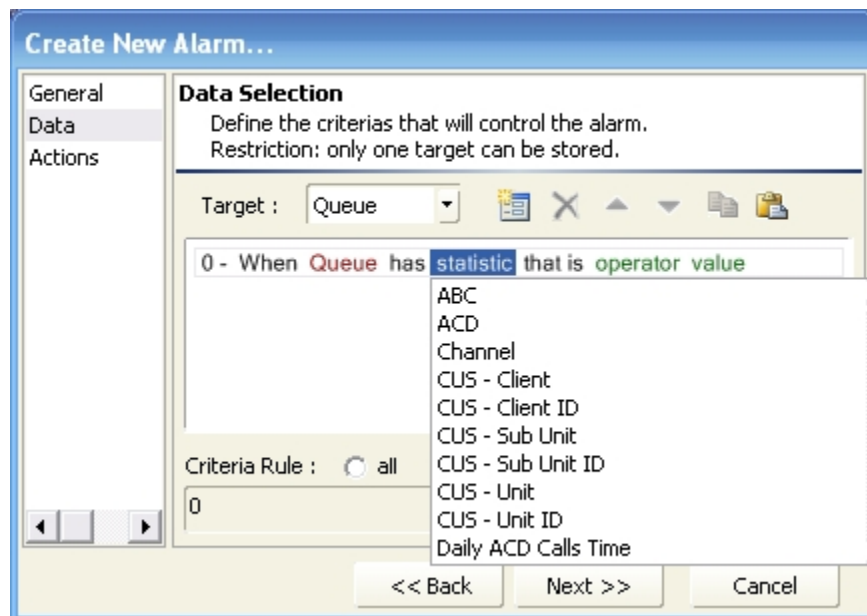
The screenshot shows the 'IVR PORTS' configuration window in TFB Contact Director. It contains a table with the following columns: Port, Node, Chan., Status, Description, IVR Ann, First Pilot, First Pilot Name, and Pilot.

Port	Node	Chan.	Status	Description	IVR Ann	First Pilot	First Pilot Name	Pilot
0	1	1	Auto Attendant	AA #25 Order Entry Menu	13	5030		5031
1	1	2	Announcement	IVR Announcement 11	11	5000		5001
2	1	3	Auto Attendant	AA #26 Order Status Menu	11	5000		5001
3	1	4	-	Idle				
4	1	5	Auto Attendant	AA #10 Lanuage Menu	12	5020		5021
5	1	6	Auto Attendant	AA #26 Order Status Menu	12	5020		5021
6	1	7	Auto Attendant	AA #26 Order Status Menu	12	5020		5021
7	1	8	Auto Attendant	AA #25 Order Entry Menu	11	5000		5001

- **Enterprise Option** – See activity from all your sites and ACD's in one consolidated view.
- **Fully user-customizable display** – fonts, layout, colors.



- **Threshold alarms** – Sophisticated alarm system lets users define the rules and conditions, and then send automated email, flash data, play WAV files, pop screens.

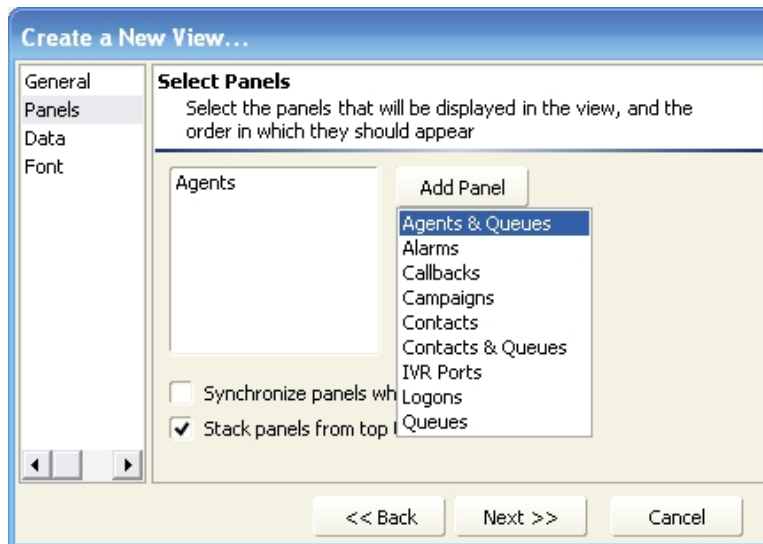


- **Drag Agents and Calls Between Queues** – Supervisor has full control of agents and calls reassignment in real time to match changing conditions in the contact center.

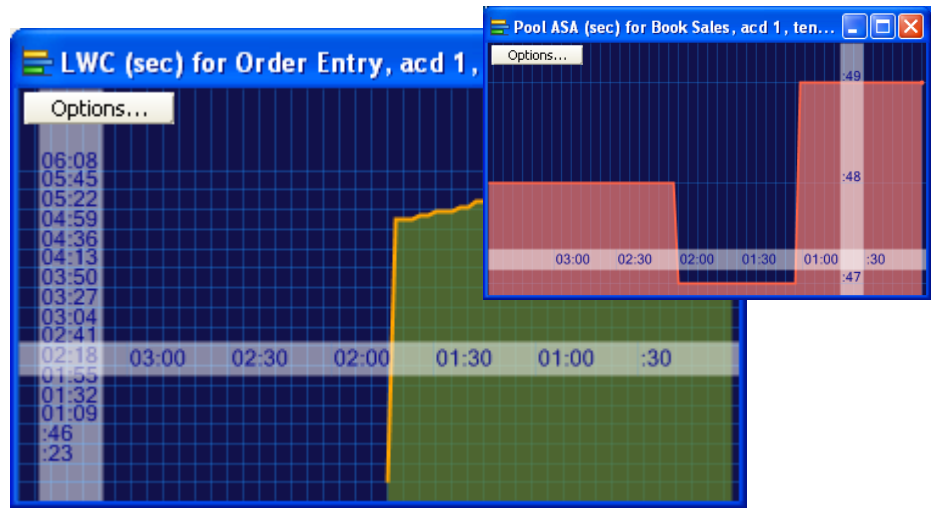
- **User-defined Teams** – Team definitions allow supervisors to categorize agents for simple re-assignment of multiple personnel.

ACD	Tenant	DN	IP Addr.	Agent ID	Agent Name	Logon Time
CSR Team 1						
1	1	3000	192.168.1.1	3000	George Bartosarky	01:32:24
1	1	3001	192.168.1.2	3001	Kate Berresheim	02:32:24
1	1	3017	192.168.1.10	3017	Anna Gaus	01:32:24
1	1	3028	192.168.1.15	3028	William Kelley	01:14:04
CSR Team 2						
1	1	3006	192.168.1.4	3006	Lora Carpenter	03:32:24
1	1	3007	192.168.1.5	3007	Julia Cody	02:32:24
1	1	3009	192.168.1.6	3009	Leota Curl	01:14:04
1	1	3023	192.168.1.12	3023	Charles Hefele	01:49:04
1	1	3026	192.168.1.14	3026	Mary Husser	02:32:24
1	1	3032	192.168.1.18	3032	Bertie Lisso	01:12:24
West Coast Sales						
1	1	3025	192.168.1.13	3025	Agnes Houlihan	03:32:24

- **Sophisticated Features** – Instant graphs, create custom views, drag custom views out to your desktop, view numeric statistics, filter data displayed dynamically and more...



Create Custom Views



Open a user-configurable graphic view of any numeric statistic

ACD Reports

A **tContact** module for TFB Media Server and CTI Server

A comprehensive archival reporting application, fully integrated with the ACD you already own. TFB's ACD Reports provides open data for use with your preferred reporting tools, and is bundled with the ACD Report Browser, which puts vital agent and call statistics at your supervisor's fingertips. The ACD Report Browser is flexible enough to allow searches, show a library of preset reports, or provide users the ability to navigate through reports for more detail. The new Reports Generator gives you unprecedented control of which statistics you display, and how they are sorted and grouped. Layout tools let you control column formats, font size, and how data is presented.


BENEFITS

- Cradle-to-Grave**
 Reporting is seamless across the ACD and TFB applications.
- Event-Based**
 Provides summary and detail information not available from other tools, for example, ACD call detail events.

NEAX ACD 7 Trunk: 10100 (Inbound) Pilot: 3862			Particulars	
07:40:11	Queued	9 (Audit Trail)	Contact Key	72009221000152
07:40:16	Dequeue	9 (Audit Trail)	Date	2009-08-09
07:40:23	Announcement		Origin	(817) 808-2522
07:40:23	In Ivr: 11		Account	
TFB CTI Server IVR Session: 9150 Port: 1			Name	
07:40:23	Start of Session		Miscellaneous	
07:40:23	AA VR Offered	ASR Main Menu English		
07:40:23	AA VR Offered	Main Menu English		

- Interactive**
 Clickable links built into reports let users quickly drill down from summary level to details.

Call Details
Inbound# 12005145000695

NEAX ACD			Particulars	
Trunk: 10100 (Inbound) Pilot: 3862 Main TFB Line			Call Key	12005145000695
13:18:41	Queued	9 (Audit Trail)	Date	2005-05-25
13:18:45	Dequeue	9 (Audit Trail)	ANI	(310) 372-5486
13:18:50	In Ivr: 11		Account	
TFB CTI Server			Name	
IVR Session: 13280 Port: 1			Miscellaneous	
13:18:49	Start of Call		Directory Assistance	
13:19:15	26s AA Menu	Main Menu English	Technology For Business Corp	
13:19:15	AA Action	Main Menu Action 4	(310) 372-5486	
13:19:25	10s AA Menu	Address Main English	1112 Ocean Dr, Manhattan Beach, CA 90266	
13:19:25	AA Action	Address Main Action 1	Updated: 2004-09-22 10:15:33.490	
13:20:26	AA Action	Address Main Action 1		
13:21:49	180s End of Ann 11			
13:21:49	21s End AA Menu	Menu English		
13:21:49	180s Calls Received			
NEAX ACD				
Trunk: 10100 (Inbound) Pilot: 3862 Main TFB Line				
13:20:30	Completed In Ivr on i3988			

- **Accessible Anywhere**
Speeds information access – anyone with a browser and permissions can access reports!

FEATURES

- **New reports control panel** – Full-featured for creating custom report types and defining report content.

The screenshot displays the 'Create Report' control panel in a web browser. At the top, there are navigation buttons for 'Home', 'Settings', and 'Logout'. Below this is a 'Saved Reports' section with a 'Manage Reports' link and a list of folders: 'My Favorites', 'Shared', and 'Library'. The main 'Create Report' section includes a dropdown for 'Of type:' set to 'Contact', a 'Run' button, and 'Save Report' and 'New' buttons. There is also a 'Limit to:' dropdown set to 'No Limits' and a checkbox for 'Show Inactive'. The 'Date Range' section has tabs for 'Fixed' and 'Relative', with 'Start' and 'End' date pickers both set to '09/01/2009'. Below the date range are several filter categories, each with a dropdown arrow: 'DNIS', 'Pilots', 'Splits', 'Agents', 'IVR Stats', 'Grade of Service', 'Call Disposition', and 'Contact Information'. At the bottom, there is a 'Group Results By...' section with 'Date' selected for the first dropdown and an empty dropdown for the second.

A second screenshot shows a detailed view of the 'Pilots' filter. It includes a 'Select:' dropdown set to 'all none' and a checkbox for 'Show in header'. Below this is a list of pilot items: 'ACD_1 (All Items)', '207: Non ACD Pilot', '215: Non ACD Pilot', '216: Non ACD Pilot', '217: Non ACD Pilot', '220: Non ACD Pilot', '221: Non ACD Pilot', '222: Non ACD Pilot', '227: Non ACD Pilot', and '232: Non ACD Pilot'. The list has a scrollbar on the right side.

Define Filters by Pilots

- Sophisticated Reports Engine** – Filter reports by any combination of split, pilots, DNIS, agents, date range.



- Hundred of Statistics** – abandoned calls, average speed of answer, multiple service levels, handle time, interaction with IVR applications, grade of service, IVR usage.

IVR Statistic 311 Report - All Rows

From: Sunday, August 09 2009 User: 1111
 To: Sunday, August 09 2009 Report: N/A

#	TIME CALLT	Type	KEY	CLID	DNIS	(disposition)	# ID	Account
<input type="checkbox"/>	1 07:40:11	Inbound	ACD72009221000152	(817) 808-2522	3862	Transferred : External	701009	::
<input type="checkbox"/>	2 07:40:11	Inbound	ACD72009221000152	(817) 808-2522	3862	Transferred : External		::
<input type="checkbox"/>	3 10:38:04	Inbound	ACD72009221000153	(817) 808-2522	3862	Transferred : External	701009	::
<input type="checkbox"/>	4 10:38:04	Inbound	ACD72009221000153	(817) 808-2522	3862	Transferred : External		::
<input type="checkbox"/>	5 11:42:58	Inbound	ACD72009221000154	(817) 808-2522	3862	Transferred : External	701009	::
<input type="checkbox"/>	6 11:42:58	Inbound	ACD72009221000154	(817) 808-2522	3862	Transferred : External		::
<input type="checkbox"/>	7 20:54:56	Inbound	ACD72009221000155	(817) 808-2522	3862	Transferred : External	701009	::
<input type="checkbox"/>	8 20:54:56	Inbound	ACD72009221000155	(817) 808-2522	3862	Transferred : External		::
<input type="checkbox"/>	TOTAL							

- Reports Reflect Your Business Structure** – Instead of relying on reports grouped by Pilot, Split, or DNIS according to ACD architecture, new features allow you to obtain reports based on your business organization. Segregate data by *client*, *business unit*, *subunit*.

Manage Settings

Default Duration Format
 Configure the default duration format to be used in generating reports
 Duration format:

Configure Client / Unit / Subunit Filters
 Configure the Client, Business Unit and Business Sub-Unit Filters for Reporting

Client	Unit	Subunit	Allow/Deny
No filters defined.			
All	All	All	
All	All	West Coast	
All	All	Fly-over	
All	All	East Coast	
All	All	Europe	
All	All	Asia	
All	All	Latin America	
All	Support	All	
All	Support	West Coast	
All	Support	Fly-over	
All	Support	East Coast	
All	Support	Europe	
All	Support	Asia	
All	Support	Latin America	
All	Sales	All	
All	Sales	West Coast	
All	Sales	Fly-over	
All	Sales	East Coast	
All	Sales	Europe	

- Detail for every call** – Call type, DNIS, ANI, account, name, duration, every agent interaction event, every application interaction event.

Account Usage Worksheet
 Saturday, August 01 2009 to Monday, August 10 2009

	N O N E	T O T A L	
Saturday, August 01 2009	8	8	2009-08-01
Sunday, August 02 2009	3	3	2009-08-02
Monday, August 03 2009	63	63	2009-08-03
Tuesday, August 04 2009	87	87	2009-08-04
Wednesday, August 05 2009	74	74	2009-08-05
Thursday, August 06 2009	68	68	2009-08-06
Friday, August 07 2009	59	59	2009-08-07
Saturday, August 08 2009	6	6	2009-08-08
Sunday, August 09 2009	5	5	2009-08-09
Monday, August 10 2009	41	41	2009-08-10
TOTAL	414	414	
		T O T A L	

- **Auto email Report Delivery** – Set up reports to send to key people at regular intervals you define.

- **Report on All contact Channels** – Support for TFB Agent Email and web chat queues and agents.
- **Open Architecture** – Reporting data available in open SQL database, on our platform, or in your cluster. Report data also available in open, flat ASCII files for use with other applications, or import into other formats.
- **Optional Integration** – Built-In Control of your voice logger.