Poltys Inc.

Unified Communications Solutions

Managing Customer Interactions
Call Center View & View-Lite

Professional Services

Enterprise Solutions

Call Centers

IVR TT/VR

SIP Based IVR

Call Recording

Call Accounting

Conference Bridge

SIP Soft-phones

PBX Monitoring

Flexible Solutions
Helping you manage your business

CONNECT YOUR BUSINESS WITH
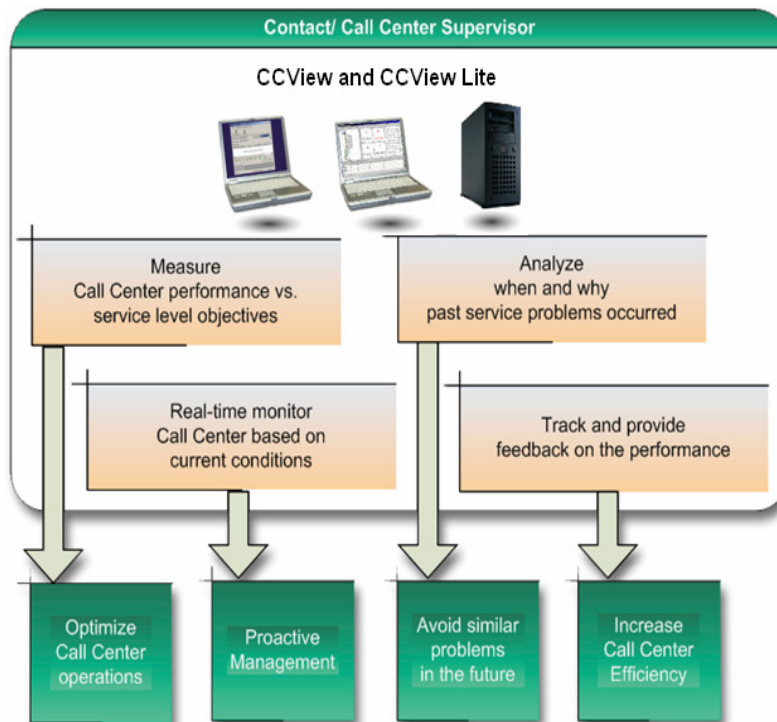
THE RIGHT TECHNOLOGY & PARTNER

Call Center View and View-Lite, part of a suite of applications designed on open standards, allows you to both share information and add enhancements easily and cost efficiently. Using both XML and SQL databases, this building block design delivers fast Return on Investment (ROI), while protecting your original investment .

Built-in management reports, and real time monitoring, lets you monitor service times. This will allow for better customer service. Retaining customers is less costly, and more beneficial than acquiring new customers.

With Call Center View you can add a variety of optional features, including call recording. This allows you to review and monitor the quality of service that your customers receive. The Integrated Voice Response, available in both touch tone and voice recognition, improves overall speed and performance. It also includes an option to transfer to Voice Mail, or other destinations, while in the queue. POLTYS applications and services deliver quick and efficient services

USE THE RIGHT TOOLS TO IMPROVE YOUR CUSTOMER SERVICE

Contact/ Call Center Supervisor

CCView and CCView Lite

Measure
Call Center performance vs.
service level objectives

Analyze
when and why
past service problems occurred

Real-time monitor
Call Center based on
current conditions

Track and provide
feedback on the performance

Optimize
Call Center
operations

Proactive
Management

Avoid similar
problems
in the future

Increase
Call Center
Efficiency

SUPERVISOR FEATURES

- REAL TIME MONITOR ALL ACTIVITY

- MANAGEMENT REPORTS
  - HISTORICAL
  - CUSTOM
  - VARIOUS FORMATS
  - SCHEDULED
  - EMAIL OUTPUT

- CALL ACCOUNTING
  - TRUNK USAGE
  - COST OF CALLS

Retaining your customers is better and less expensive than trying to acquire new customers.

Features Tailored to your business

REAL TIME MONITORING

Providing real time information to your supervisors is a tool that can be used to improve performance of your agents.   Identify staffing deficiencies that need attention and increase overall group performance.

➢ Monitor all Group activities at one time.

➢ Establish counters or alarms for a system, group, or agent perspective based on either current statistics, or a cumulative basis.

➢ Save screen settings to quickly shift to preferred views on demand.

➢ Add notifications and visual settings to coordinate present activity levels or events

➢ Shift staffing to help balance workload and increase productivity.
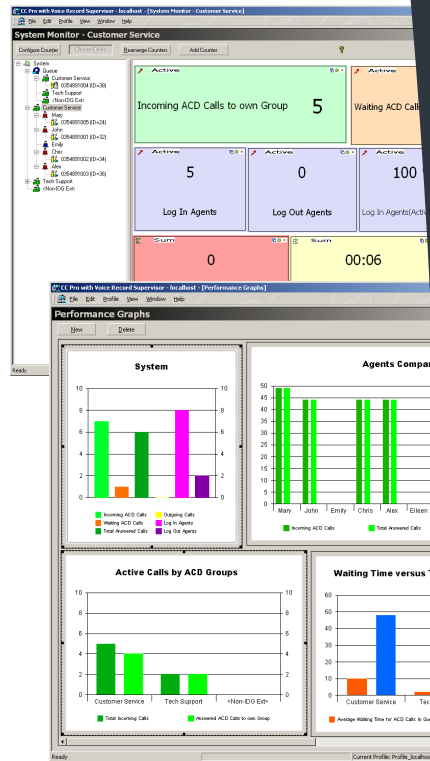
HISTORICAL REPORTS

Supervisors, on average, spend 30% of the their time developing reports for managements to provide information to develop an overall view on business trends. CCVIEW and CCVIEW-LITE allows a variety of services that help cut this time down. Finding ways to reduce the amount of time a supervisor spends in obtaining and re-formatting this information is critical in shifting their focus to your customers.

➢ Includes standard report templates that can be customized to expose only relevant data.

➢ Establish reports based on system, group, or agent activity

➢ Schedule reports hourly, daily, weekly, monthly, or at any interval.

    ● Generate reports in either hard or soft copy

➢ Automate printing, storage, or delivery as needed.

➢ Add company logo to the report easily.

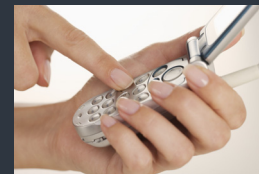## CC-View
optional software features

CALL RECORDING SOLUTIONS

Ideal solution for recording Analog or Digital Extensions or trunks.

A complete solution for recording conversations in the background.

Fast retrieval of previously recorded calls based on called number, calling number, and many other options.

Includes PBX Monitor Pro.

IVR SOLUTIONS

Avoid making your customers wait for information and lower you call volume with an integrated IVR solution.

Supports touch tone or voice recognition.

IVR solutions are easily connected to most database structured applications delivering common information to your customers when they want it.

Talk with your dealer today to see what your savings could be.
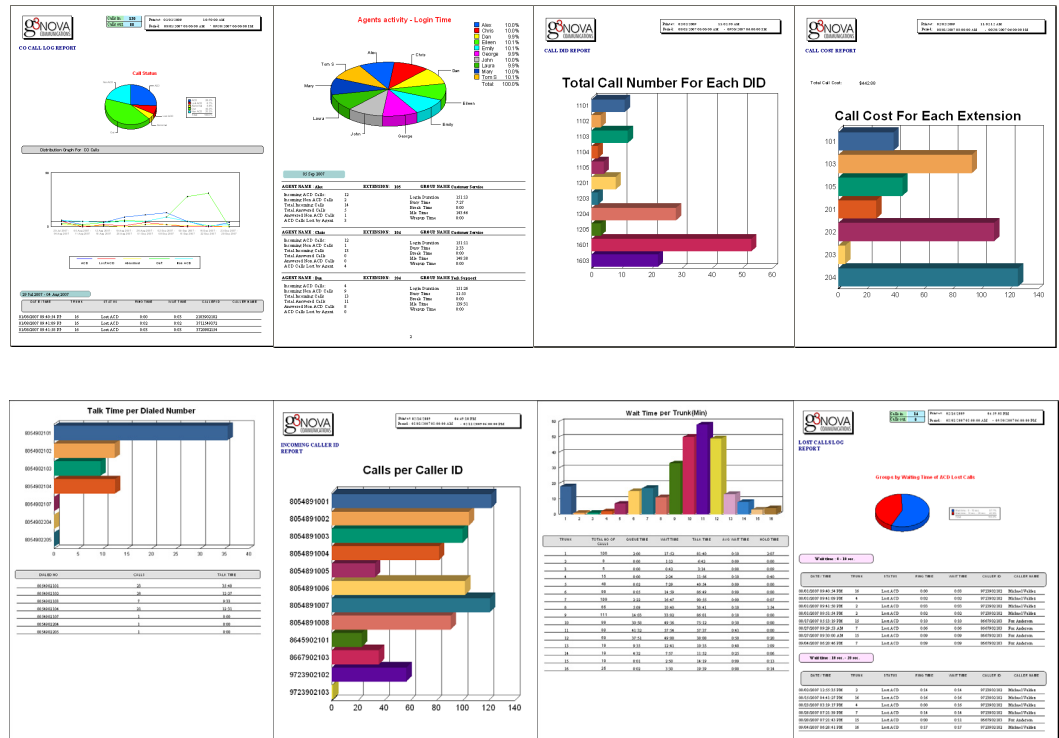
QUEUE WAIT TIME

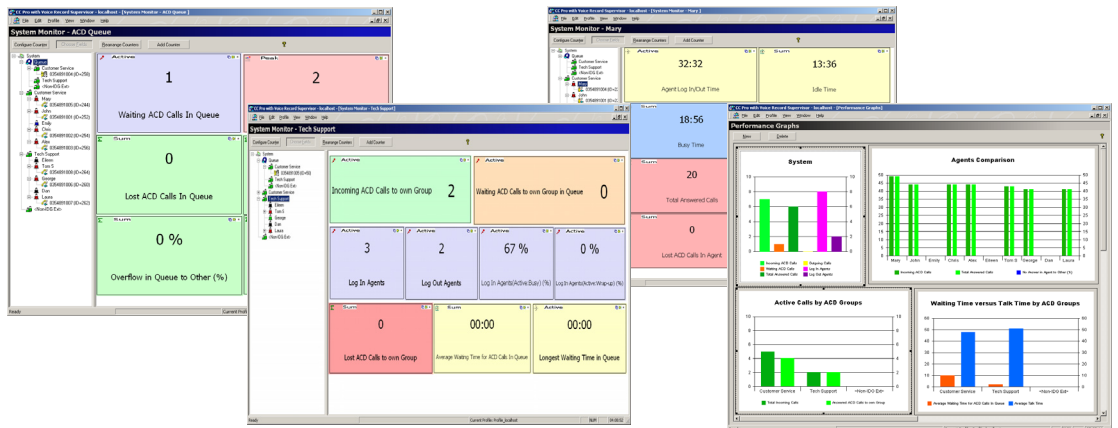Why force your customers to wait when call traffic is exceptionally heavy.

Inform them of the average wait time with the option to leave you a message instead of continuing to hold.

PROFESSIONAL

SERVICES

APPLICATIONS

SUPPORT

Sample Reports

Real Time Monitor Samples

Poltys Inc.

Unified Communications Solutions

3300 N. Main Street, Suite D
Anderson, SC 29621-4128
864.642.6103 phone
864.752.1568 fax
WWW.Poltys.com
Sales@Poltys.com