

Allworx View™

Brings clarity to your Allworx system





View[™] enables managers and supervisors to monitor call activity for all users (including call center agents), display real-time activity, and create comprehensive historical reports, which gives you the power to control your telecom expenses. In short, View gives you the analytics required to manage complex telecom needs and supports fact-based decisions for the staffing requirements of today.

Allworx View collects information from all networked Allworx servers using the same unified intelligent data sharing that has made Allworx the most popular IP-PBX in the marketplace. This powerful application runs quietly in the background, collects and analyzes call data, and offers easy-to-understand dashboards and reports.

Allworx View ACD includes everything in Allworx View, and adds real-time Automatic Call Distribution (ACD) queue and agent information using custom dashboards, and a robust collection of widgets to any browser enabled device. The options are limited only by your imagination.

Allworx View Features and Benefits

Allworx View provides continual collection and logging of all call detail records — incoming, outgoing, and internal. In addition, Allworx View provides the global collection of call detail records when each interconnected Allworx server in a multi-site configuration is enabled within the application. This enables View to display data and provide consolidated reports on all calls across all servers, including the tracking of an individual user's calls across multiple Allworx servers. Users can view and customize live dashboards on demand and generate predefined and custom reports on demand or on a scheduled basis. Reports generated may be saved for exclusive use, shared with others, or exported in several formats.

allworx Call Detail Report Query Details Range: This Month (9/1/2014 12:00 AM - 9/11/2014 5:00 PM) Export To PDF Export To CSV 1 - 50 of 61155 items 3 4 5 6 7 8 9 10 Page 1 of 1224 50 ▼ items per page Call Duration End Time Terminator Source Device Caller Number User Scope Caller Name 9/2/2014 12:11:41 PM 18594313181 incoming callee 9/2/2014 12:09:59 PM 187 9/2/2014 12:13:06 PM Chan:33 17614082203 5854315500 30 5574 9/2/2014 12:10:12 PM 31 EFADDU. 15855131466 6850 97315530 9/2/2014 12:10:27 PM 9/2/2014 12:11:54 PM MAC:00-0E-FF-83-9B-F2 Mary D'Artagnan MDArtagnan 9/2/2014 12:10:41 PM 6 9/2/2014 12:10:47 PM MAC:00-0E-FF-87-BC-14 Jeff Holy 5519 jHoly Hawkeye 9/2/2014 12:10:53 PM 9/2/2014 12:11:00 PM MAC:00-0E-FF-87-BC-14 Jeff Holy 5519 iHoly Chuck Raphael 5523

Allworx View[™] ACD

Allworx View ACD adds real-time Automatic Call Distribution monitoring and analytics to the call reporting capabilities of Allworx View. With Allworx View ACD, you can display every queue and agent from a single server or a configuration of interconnected Allworx servers. Real-time, definable threshold alarms maximize the effectiveness of the queues and agents call handling productivity.

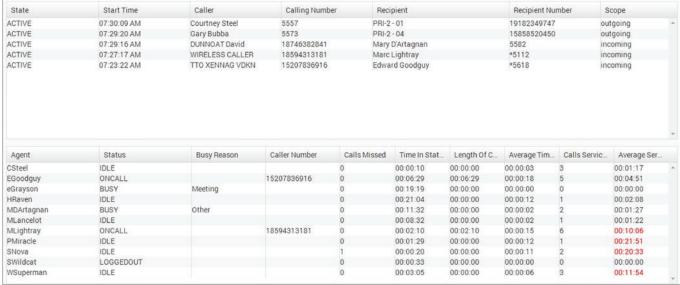
Allworx View ACD provides customizable dashboards to provide at-a-glance status for supervisors and agents, and displays them using any web browser. With configurable alarms, supervisors and agents recognize and react to high call volume situations, minimize abandoned calls, and eliminate customer frustration. Performance metrics and reports support organizational improvement initiatives.

Allworx View ACD Features and Benefits

Allworx View ACD provides additional features beyond historical call detail records. View ACD can provide full support for monitoring queues and agents from single or multiple locations using the same dashboard, or different dashboards.

View ACD offers a scrollable Message/Marquee header along with relevant information in three customizable sections for agent, queue, or active call statistics. Each section displays as many widgets as needed, enables scrolling, and adjusts to match the display device. On a single dashboard, you can display information about any sites, queues, or agents — all on a single screen.

In an Allworx Multi-site environment, you can blend sites with View and View ACD to meet your specific needs and budgets. All sites benefit from consolidated call data reporting, and those sites with ACD have the added View ACD features.



Allworx View ACD Dashboard

Call us at 1-866-ALLWORX and we'll help you select the right solution for your business.

