CommSoft RMS

Reliability. Mobility. Simplicity

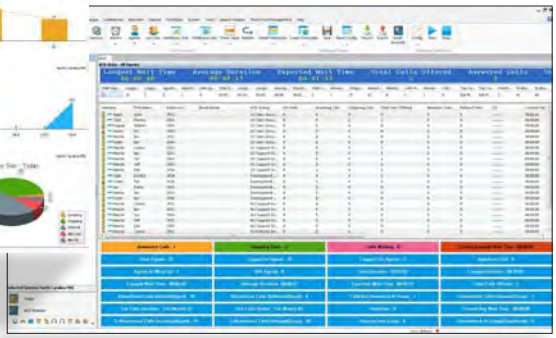
www.commsoft-rms.com

Mitel®

Powering connections

Office Pro

Office Pro offers the very latest live analysis tool enabling you to measure and act on the day's events in real time. Providing you with a live feed to your phone system you can easily monitor your staff, call groups and the general performance of your site in list or wallboard views. Using ACD functionality you can monitor calls being handled by your phone system before they have even touched a handset, enabling you to track your customer movements and ultimately helping you to improve your customer experience. With a massive range of reports and endless functionality a demonstration would be the best way to really appreciate what the system can offer your business.



BENEFITS

- Analyse Staff Performance
- Analyse Utility Performance
- Live Group Performance
- Live Staff Performance
- ACD Reporting
- Target Reporting
- Development Reporting
- Increase Sales
- Retain Customers
- Reduce Costs
- Manage Marketing
- SLA Advice

FEATURES

- Live Group Activity (ACD)
- Live Agent Activity
- Live Site Performance
- Live Wallboards
- Live Current Day Graphs
- Remote Login/out
- Scheduled Reporting
- Marketing Tools
- Accounting Tools
- Billing Tools
- Over 200 Reports
- Campaign Tools

SERVICES AVAILABLE

Technical Support

Installation and Setup

Maintenance

Application Support

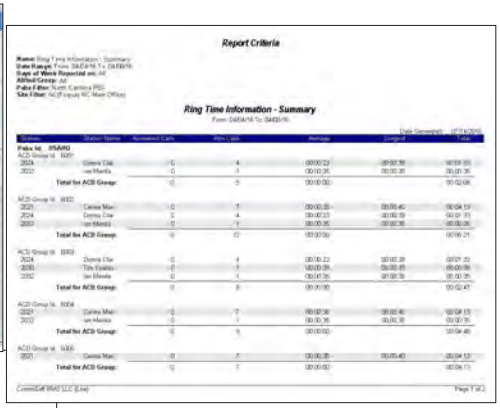
Hardware Support

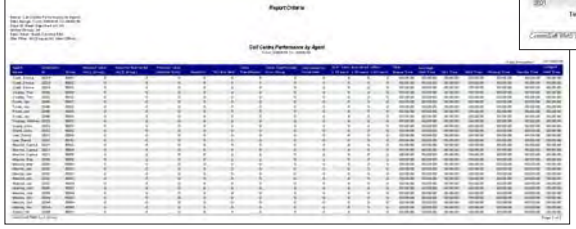
Guaranteed Warranty

TURNKEY SOLUTIONS

All of our turnkey units require minimal support, reduced maintenance and offer increased stability providing you with a reliable and robust platform that will continue to service your business.

For more information on any of our products or services please visit us at www.commsoft-rms.com or speak to your local phone dealer.





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