

Office Supervisor



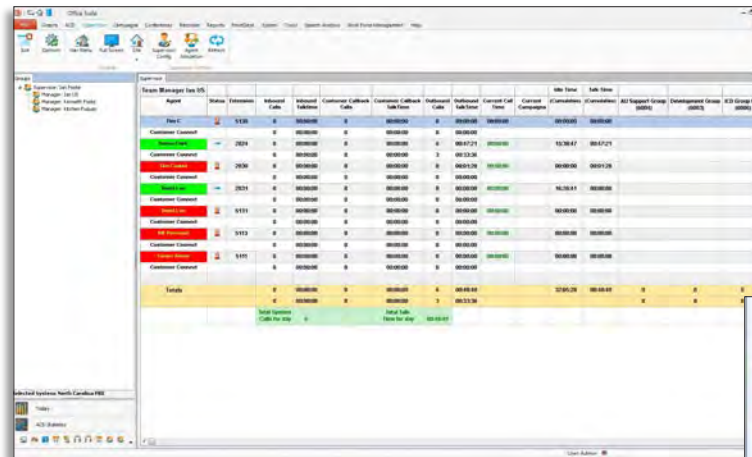
Office Supervisor is an efficient management tool that enables you to maximise the utilization of staff and phone system. Providing a live feed from the phone system you are easily able to monitor and alter the status of staff which in turn provides you with the opportunity to improve your call flow, maximising both efficiency and customer satisfaction. This product is simple and easy to use yet highly effective and requires minimal training. With the ability to have more than one supervisor with different security this application can be used on multiple levels.

BENEFITS

- Agent Management
- Measure Agent Performance
- Measure Site Performance
- Monitor System Efficiency
- Increase Productivity
- Target Reporting
- Increase Profits
- SLA Advice

FEATURES

- Live Listen (To Connected Calls)
- Play Back Function (Must Have Voice)
- Remote Agent Login/out Functionality
- Live Agent Performance
- Live Agent Activity
- Live Group Performance



Agent	Status	Extension	Agent	Extension	Current Call	Current Conversation	Call Time	Call Date
Donna Clark	Logged In	2024	0	00:00:00	0	00:00:00	6	00:47:21
Customer Connect	Logged Out	2030	0	00:00:00	0	00:00:00	3	00:33:36
Tim Coates	Logged Out	2030	0	00:00:00	0	00:00:00	0	00:01:28
Customer Connect	Not Member	2031	0	00:00:00	0	00:00:00	0	00:00:00
David Lee	Logged In	2031	0	00:00:00	0	00:00:00	0	00:00:00

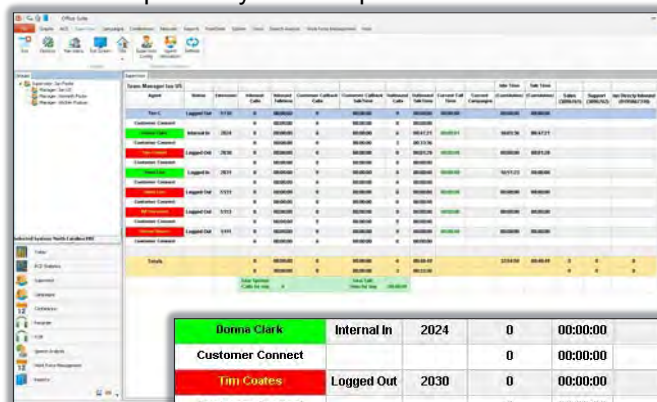
Color Map

- Logged In
- Logged Out
- Inactive
- Not Member

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.commssoft-rms.com or speak to your local phone dealer.



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Customer Connect	Not Member	2031	0	00:00:00	0	00:00:00	0	00:00:00
David Lee	Logged In	2031	0	00:00:00	0	00:00:00	0	00:00:00

Donna Clark	Internal In	2024	0	00:00:00	0	00:00:00	6	00:47:21	00:00:01
Customer Connect	Logged Out	2030	0	00:00:00	0	00:00:00	3	00:33:36	
Tim Coates	Logged Out	2030	0	00:00:00	0	00:00:00	0	00:01:28	00:00:00
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SERVICES AVAILABLE

- Technical Support
- Installation and Setup
- Maintenance
- Application Support
- Hardware Support
- Guaranteed Warranty