

## Office Pro



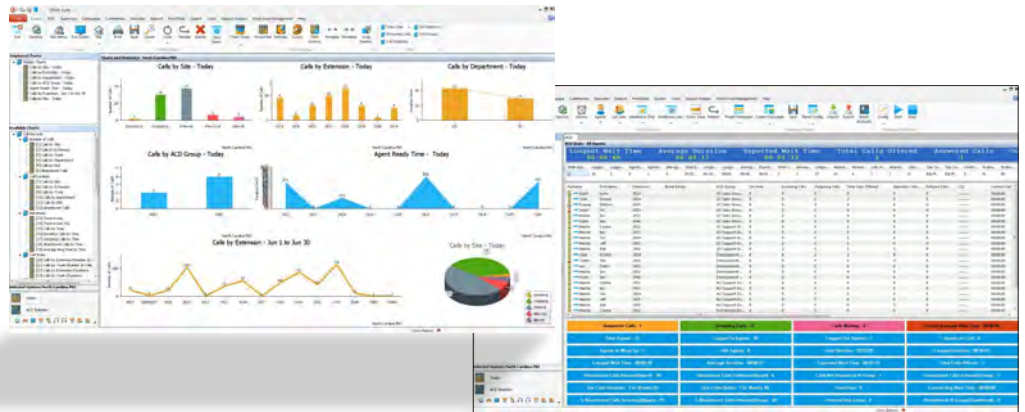
Office Pro offers the very latest live analysis tool enabling you to measure and act on the day's events in real time. Providing you with a live feed to your phone system you can easily monitor your staff, call groups and the general performance of your site in list or wallboard views. Using ACD functionality 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



### 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](http://www.commssoft-rms.com) or speak to your local phone dealer.

### SERVICES AVAILABLE

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



Agent Name	Group	ACD	Hold	Transfer	Abandon	Missed	Other	Total
John Smith	Group A	10	5	2	1	0	0	18
Jane Doe	Group B	8	3	1	0	0	0	12
...	...	...	...	...	...	...	...	...

Report Criteria	Ring Time Information - Summary																																				
Name: Ring Time Information - Summary Date Range From: 2012/01/01 To: 2012/01/01 Group of Sites Reported on: All All Day Summary: All Field Filter: (None) (Available Fields) Site Filter: (None) (Available Sites)	<table border="1"> <thead> <tr> <th>ACD Group No</th> <th>ACD Group Name</th> <th>ACD</th> <th>Hold</th> <th>Transfer</th> <th>Abandon</th> <th>Missed</th> <th>Other</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>3024</td> <td>Group A</td> <td>10</td> <td>5</td> <td>2</td> <td>1</td> <td>0</td> <td>0</td> <td>18</td> </tr> <tr> <td>3025</td> <td>Group B</td> <td>8</td> <td>3</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>12</td> </tr> <tr> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> </tbody> </table>	ACD Group No	ACD Group Name	ACD	Hold	Transfer	Abandon	Missed	Other	Total	3024	Group A	10	5	2	1	0	0	18	3025	Group B	8	3	1	0	0	0	12	...	...	...	...	...	...	...	...	...
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