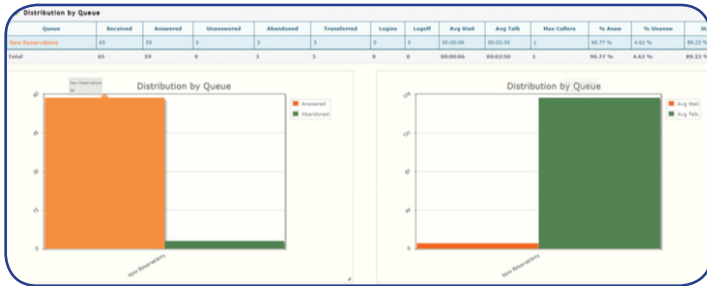


SMART ANALYTICS

Smart Choice allows you to analyze and manage your call queue data, so you can effectively keep track of what is going on in your network. We make it easy to understand your reports with our inline help, and give you the option to download and customize reports at your convenience.

FEATURES:



Predefined Reports

With Call Center Stats PRO, view report data in categories such as Distribution, Answered and Unanswered Service Level Reports, Agent Availability, and many more.

Inline Help

Interpret call queue data easily with our detailed tool tips. All you have to do is hover your mouse over designated data fields!

PDF & Excel Export

Download viewed information in CSV (for Excel compatible spreadsheets) or PDF format.

HTML5 Charts

View content with the convenience of HTML5. Interact with multimedia content on your computer or mobile device effortlessly. No need for Adobe Flash Player plugins or applications!

Search Forms

Want to look for a specific call? A search form will show a quick result from your query. You can search by Caller ID, Agent, Queue, Call Duration, Unique ID, and Date Ranges.

Detailed Drill-Down Grids

View easy to read drill-down grids displaying call details from grouped results.

Agent Status	
Agent	State
Agustin	Ringing
Nicolas Gudino	Outbound Call (on BREAK since 793524 secs ago)
Soporte Paula	Not in use

Realtime Information

The Realtime Dashboard shows agent activity, calls waiting, timers, etc. You can also view the summary table with calls offered/answered for that day.

Report Designer

Customize reports with your own metrics or formulas. No coding required!