

### OVERVIEW

SA-IPCCDashboard provides a real-time view of agent and queue status for IPCC Express. Users select a contact service queue or team to view and are presented with a list of agents assigned to that queue and their current status. A built in alert service can message phones and send email when the number of calls in queue or the oldest contact in queue reaches a user defined threshold. The application also displays queue and team based statistics and can track and tally incoming calls per queue. A report generation interface provides historical reports on TSF (telephony service factor) by queue or team.

### FEATURES & BENEFITS

- » View real-time agent and queue status at a glance
- » IPCC Dashboard alert service provides proactive event notification by sending emails and messaging IP phones when user defined thresholds are met
- » Historical reports generation for Queues/Teams by day or multi-day (reports TSF [Telephony Service Factor] and contributing variables)
- » Supports both Resource and Skill group call service queues
- » Windows installer, with automated configuration
- » Built-in support features, enabling us to quickly detect and correct problems if they appear
- » Shows pertinent stats per agent:
  - » Current status
  - » Calls handled
  - » Average Call Handle Time
  - » Idle time
- » Shows pertinent stats per queue:
  - » Calls in queue
  - » Oldest contact
  - » Calls handled today/this hour
  - » Calls abandoned today/this hour
- » Shows pertinent stats per team:
  - » Calls in queue
  - » Oldest contact
  - » Calls handled today/this hour
  - » Calls abandoned today/this hour
  - » TSF: Telephony Service Factor

### Application Server Requirements:

- » IPCC Express (UCCX) versions 4.0 through 7.0
- » Syn-Apps Core Components (Microsoft.NET 1.1 and MSDE)
- » Microsoft IIS
- » 1GB of system memory
- » 2.0 ghz or greater Pentium 4 class Processor

## TYPICAL USES

Any implementation that has an IPCC call center will benefit from the use of IPCC Dashboard. With all of the tools provided in IPCC Dashboard a call center is able to increase productivity and efficiency by limiting idle time, tracking calls handled, the average time it takes to handle those calls, and much more pertinent call handling information. Although we have seen a large amount of success in large enterprise, such as telemarketing and IT service call centers, IPCC Dashboard fits into all IPCC implementations with ease.

## STATISTICS TABLES

The **Agent Statistics Table** shows pertinent real-time agent information:

- » Status – Agents current status
- » Reason – “Reason” code for agents status
- » Handled Today – # of calls handled today
- » ACHT – Average Call Handle Time
- » Abandoned Today – # of calls abandoned today
- » Idle/Wrap – Total Idle Time + Total Wrap Time

The **Queue Statistics Table** shows a breakdown of all the pertinent queue information:

- » Calls In Queue – Number of calls currently in queue
- » Oldest Contact – Time oldest contact has been in queue
- » Handled Today – Number of calls handled today
- » Abandoned Today – # of calls abandoned today
- » Dequeued Today – # of calls dequeued today
- » Longest Talk – Longest talk time
- » Longest Wait – Longest wait time

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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