



On-Line Call Center™ with On-Line Call Collector™ provides clear and pertinent performance data allowing you to monitor and control both your Sales Agents and Campaigns. Empower your Sales Managers with multiple visual tools that keep the focus on Company and Client performance goals.

Individually customize each Dashboard with Staff and Sales metrics that you control, to visually point out strengths and weaknesses on your Sales Floor. On-Line Dashboards™ is securely accessible from any Internet connection, so you are always in touch.

With On-Line Dashboards™ You Can:

- Keep track of your Call Center from Anywhere
- Know how your Sales Floor is performing with up-to-the-moment reporting
- Monitor multiple Campaigns at once, using numerous Dashboards
- Focus your Sales Managers on Campaign and Agent Performance
- Set Campaign & Sales Threshold Alarms to alert managers to take proactive measures
- Compare Agents to Sales Floor Average and Campaign Thresholds
- View specific times of the day to analyze problem areas
- View Sales Charting Daily or Weekly, depending on preference

★ On-Line Stats open multiple Campaign Dashboards, and drill into any display tile for specific performance charting.

★ Agent Performance Visualizer allows your Managers to keep their eye on the ball allowing them to take proactive measures based on visual data threshold indicators.

