

N-Focus AES Key Features

Cradle-To-Grave Call Detail Reporting

N-Focus AES collects the details of each event that occurs in a call. Easily drill down in reports from a high-level summary, all the way down to the Cradle-To-Grave details.

Web-Based Reporting with Unlimited Supervisor Views

View real-time and historical reports at any time with the 100% web-based interface of N-Focus AES. Use only a web browser; no client software is needed. There are no limits on the number of users that can log in to N-Focus AES to run reports and there is no concurrent user limit..

Automatic Scheduled Email Reports

Email historical reports simply with the click of a button. A built-in report scheduler allows supervisors to schedule historical reports to run at any time. These reports can be sent as a PDF or Excel file to agents and supervisors on location as well as outbound staff.

Real-Time Alert Triggers

Set triggers on any real-time reports to change colors, pop up, play sounds, or be notified via email when thresholds have been met. Each user in N-Focus AES can create a unique set of triggers to customize their own real-time reports.

Ease of Use

Little, if any, training is required to become proficient with N-Focus AES. All that is required for both agents and supervisors is a basic knowledge of how to navigate via a web browser. Each user has a set of permissions that allows them to see only what they need to see, making it even easier to navigate. The drill down functionality of N-Focus AES lets users click to view more detailed data.

Mobile Device Interface

Launch N-Focus AES on any mobile device to look at real-time and historical reporting.

Historical Reporting and a Custom Retention Policy

N-Focus AES allows a custom retention policy to be set on historical data. You decide how long to keep your data and N-Focus AES will automate the database maintenance on a schedule. An automatic backup is generated nightly that includes a full copy of your data and configuration.

Real-Time Graphing and Large Display Support

Easily create a wall board report with graphing or any type of custom call center information. Display reports on large screens simply using a web browser.

About NetLert

NetLert, a Fresche Solutions brand, is committed to creating a better Avaya call center experience. NetLert strives to ensure that every organization using Avaya call center technology obtains maximum value from their investment by enabling call centers to improve operational decision-making with real-time and historical reporting, available anytime, anywhere, to as many people as needed. With NetLert, you can count on a tool that works as promised and a knowledgeable support team available 24/7 to answer questions.

