

N-Focus

Web-Based Call Center Reporting

- Unlimited Supervisor Views
- 100% Web-Based
- Real-Time & Historical Reporting
- Scheduled Email Report Delivery
- Custom Alerts



More Data to More People

Call center managers must be able to quickly respond to productivity problems and customer service bottlenecks as they happen. Unfortunately, most call center reporting solutions are either limited in scope or very expensive and difficult to use. These reporting solutions are unable to effectively distribute key performance information to everyone throughout an entire organization in a timely manner, reducing reaction time to problems and ultimately hindering call center productivity and service levels.

Announcing the N-Focus Solution

N-Focus produces a wide range of web-based real-time and historical reports which provide powerful insight into Avaya call center operations. Easy-to-understand N-Focus reports provide in-depth analysis of key call center operations. With no limit on the number of authorized users, N-Focus allows organizations to make informed, timely decisions that result in increased call center revenue and reduced operating costs.

Skill name	Num	Calls Waiting	Oldest Call	Avg Speed Answer	Avail Agents	Aband Calls	Avg Aband Time	Acc Calls	Avg Talk Time	Avg A/Rer Call	% In Svc Lvl
Car Department	1	0	0:00	0:25	3	0	0:00	48	0:17	0:45	56
Customer Service	2	0	0:00	0:24	3	0	0:00	70	0:12	0:45	54
Insurance	3	0	0:00	0:22	2	0	0:00	43	0:19	0:46	65
Mortgage	4	0	0:00	0:24	2	0	0:00	55	0:15	0:45	61
Pre-Sales	5	0	0:00	0:23	3	0	0:00	49	0:17	0:44	67
Product A	6	0	0:00	0:25	2	0	0:00	43	0:19	0:46	58
Product B	7	0	0:00	0:26	3	0	0:00	49	0:17	0:45	48
Product C	8	1	0:52	0:18	2	0	0:00	27	0:30	0:44	77
Sales	9	0	0:00	0:26	1	0	0:00	46	0:18	0:47	50
Tech Support	10	0	0:00	0:21	2	0	0:00	34	0:24	0:45	67

N-Focus System Status Report

Num	Name	Acc Calls	Avg Talk Time	Total After Call Time	Total Avail Time	Total Aux/Other	Extn Calls	Avg Extn Time	Total Time Staffed	Total Hold Time
4266	Sam Sneed	131	3:02	1:10:36	1:03:46	2:14:49	98	0:18	12:00:00	39:39
4116	Jeff Smart	129	2:18	2:16:46	1:39:21	2:18:29	94	0:18	12:00:00	37:54
4249	Jason Byers	127	2:39	1:49:00	1:10:14	2:13:48	99	0:21	12:00:00	38:36
4208	Cindy Cend	96	3:14	2:06:55	1:10:07	2:45:41	113	0:18	12:00:00	33:53
4105	Paul Jones	93	2:58	1:41:51	1:34:19	3:04:16	107	0:21	12:00:00	31:30
4172	Mary Hill	92	3:09	1:31:12	1:43:57	2:39:17	131	0:19	12:00:00	32:22
4224	Tony Bluff	80	4:14	1:43:57	1:03:36	2:04:42	102	0:18	12:00:00	37:35
4247	Aaron Smith	79	3:49	1:45:52	1:10:20	3:19:20	126	0:21	12:00:00	33:38
4220	Lyle Law	77	3:43	2:03:27	1:37:32	2:24:29	132	0:20	12:00:00	26:49
4175	Carly Malt	75	3:50	1:54:05	1:33:20	2:31:44	102	0:20	12:00:00	36:20

N-Focus Historical Report

Comprehensive Call Center Reporting

N-Focus creates intuitive and understandable reports that will be well-received by call center personnel. All N-Focus reports are sorted and organized by agent skill to quickly guide you to call center bottlenecks and operational problems. Call center managers can quickly find and resolve critical problems before they get out of hand. N-Focus allows reports to be customized and saved, allowing managers to easily create critical metric reports and quickly return to them later.

- Real-time System Status Reports allow call center managers to immediately spot and react to operational problems before they become critical.
- Real-time Analysis Reports show agents and skill groups in action each day.
- Detailed Historical Reports allow call center managers to examine agent and skill group effectiveness over any period of time using a drill down sequence.
- Agent desktop views keep agents updated on their personal performance.
- Triggers warn managers when critical thresholds have been met.

“The N-Focus solution makes our Avaya switch very powerful in the call center environment. I highly recommend the N-Focus product for any Avaya-based call center that needs a user-friendly web-based reporting tool.”

-Stephen Gleason, Electro Rent Corporation

MANAGE

Powerful Report Generation and Delivery

N-Focus not only provides a wide variety of valuable call center analysis reports, it also enables you to build and distribute these reports to anyone who needs them in your organization. Utilizing these insightful N-Focus reports allows you to answer tough questions about your call center operations such as:

- Who are the most or least productive skill groups or agents?
- Are agents and skill groups improving or declining in their performance in the past week, month or year?
- Are any agents taking inappropriate short cuts or ignoring procedures?
- Are agents arriving late or leaving early on a regular basis?
- Which agents need additional training or other types of assistance?
- Where are calls being abandoned most in the call center and where is customer service coming up short?

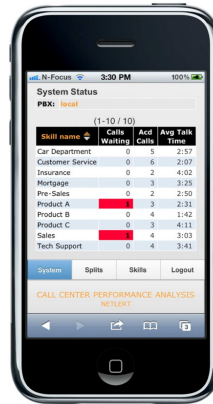
The web-based architecture allows reports to be viewed by anyone with Internet access and authorization from the call center manager, at no additional cost. The Report Distribution Facility allows you to:

- Select and customize favorite N-Focus performance analysis reports.
- Schedule reports for regular email distribution in PDF and Excel.
- Set permissions to control what data certain users can see - a useful feature for outsourcers who need to share specific data with clients while protecting their other clients' data privacy.

One of the main reasons (besides the great product) we continue to do business with NetLert is the customer support. You guys are awesome!!
-Debra Ceeko, Holt Cat

Fast to Deploy and Simple to Administer

All versions of the Avaya Definity, Communication Manager and Aura platforms are supported. Additionally, multiple PBX support allows call centers the ability to link multiple locations or PBXs together with one easy-to-use N-Focus interface. A fast and simple installation process, N-Focus Web-Based Call Center Reporting Solution can be up and running in your call center in less than 30 minutes.



View real-time activity on your mobile - anytime, anywhere

Functional, Flexible and Affordable!

N-Focus provides full-featured, affordable reporting for small to mid-sized Avaya call centers on tight budgets as well as powerful performance analysis and report distribution for large call centers with huge numbers of agents. N-Focus Plus offers enhanced web-based reporting for CMS environments.

Regardless of the size of your Avaya call center, N-Focus will assist you in increasing revenue and reducing operating costs by providing the right information about your business to the right people at the right time!

About NetLert

NetLert, a division of Candescant SoftBase LLC, 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.