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. Use only a web browser; no installations are needed. There are no limits on the number of users that can log in to N-Focus to run reports and there is no license to limit concurrent users.

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 email when thresholds have been met.

Ease of Use

Little, if any, training is required to become proficient with N-Focus. 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 lets users click to view more detailed data.

Mobile Device Interface

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

Multiple PBX Support

Report on multiple PBXs from one server with N-Focus to easily consolidate reporting through one interface.

Historical Reporting

N-Focus runs on a MySQL database, providing a robust means of storage for unlimited historical interval data. There is also an automated backup and database maintenance that is performed daily.

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 LCDs or Plasmas simply using just a web browser.

All Version Support

N-Focus supports all Avaya™ Definity and Communication Manager versions.

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.

AVAYA
DevConnect
Technology Partner

NetLert
A Fresche Solutions Brand

For information, call 866.638.5378 or visit netlert.com