

- Evaluate Call Center performance versus service level objectives
- Help increase customer service quality through Agent call recording and proactive staff coaching
- Increase Agent productivity with customer pop-up window
- Monitor simultaneously all queues, groups or Agents
- Support up to 100 Agents

CCPro (**Call Center Professional**) is a powerful call management tool that provides:

- Agent call control, instant messaging and customer information repository
- Agent screen popup for quick customer identification
- Comprehensive real-time and historical tools for Agent call tracking/ recording/ coaching and Queue statistics

CCPro supports CCRecord add-on.

Key Features

- Advanced call handling features: transfer, consultation, conference
- Wallboard like flexible monitoring for system, queues, groups, Agents and calls
- Full PBX ACD statistics, reports and call billing
- Direct Agent pop-up integration with Outlook, ACT! and Goldmine CRM systems
- Supervisor control over Agent: start/ stop voice recording, login/ logout Agents, enable/disable chat
- CCRecord ready



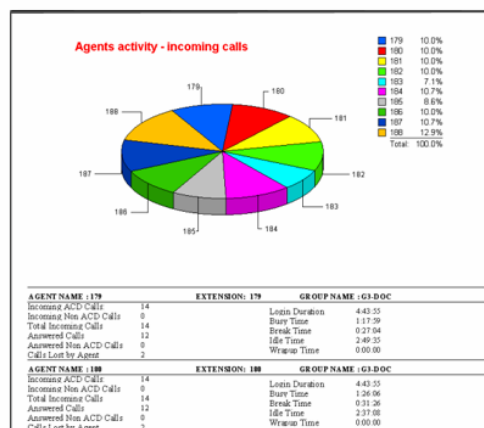
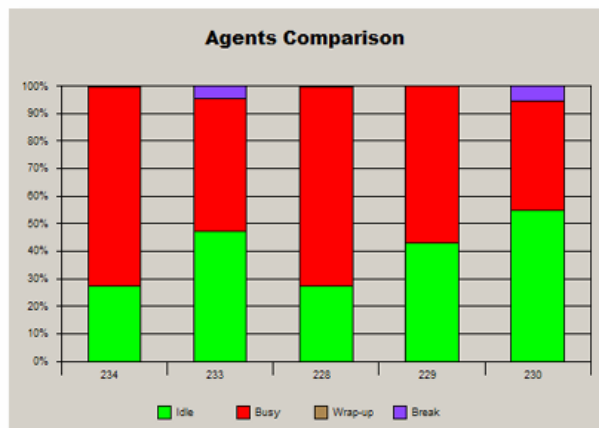
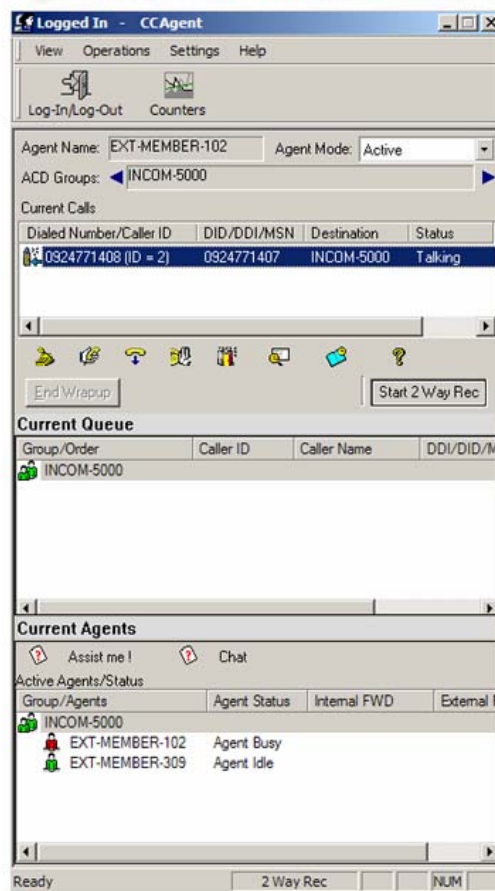
Target Customers

- Any Contact/ Call Center Supervisor
- Any Manager that is in charge with Customers Relationship Management

System Requirements

CCPro consists of software components that are installed on the users hardware as follows:

- **KX-TDA PBX** with Firmware Versions - 2.0080 and up
- **CCServer Host** (minimum) - P4 2 GHz, 512 MB RAM, 2 GB free HDD space + HDD free space to store recorded calls (2GB for 16 hours)
- **CCSupervisor Host** (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- **CCAgent Host** (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- **Microsoft Windows** 2000 Professional (Service Pack 4 and later), Windows XP Professional (Service Pack 1 or Service Pack 2), Microsoft Win2003 Server (Service Pack 1 and Service Pack 4) Domain Controller and Workgroup



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