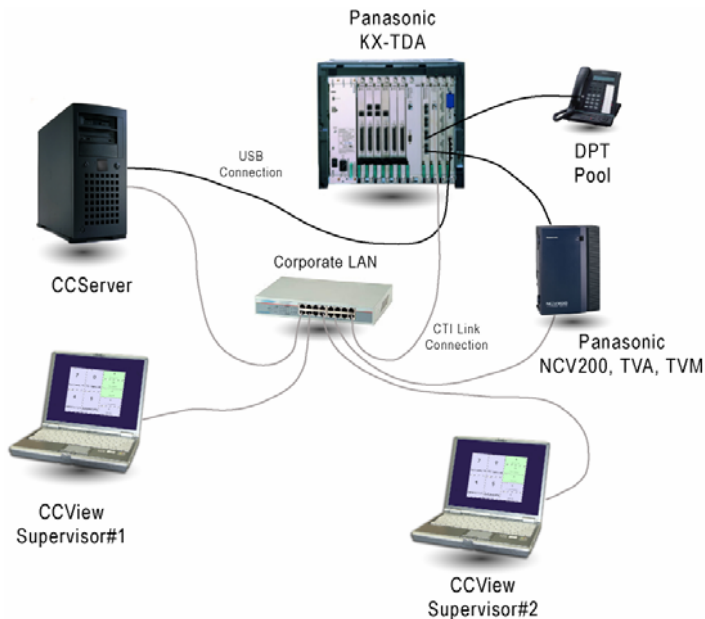


CCView



- Measure Call Center performance vs. service level objectives
- Identify and avoid past Call Center service problems
- Proactive real-time call monitoring and recording
- Improve customer relationship management
- Lower organization telephony bills by estimating outgoing call costs

CCView (**Call Center View**) is an End User call management tool that provides:

- Real-time call monitoring
- Historical cradle to grave reporting
- Call accounting
- Call logging

CCView supports CCRecord add-on.

Key Features

- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Real-time performance graphs
- Full PBX ACD statistics and reports
- Pre-defined report templates for quick report generation
- Global filtering
- Multiple Supervisors
- Security passwords levels
- CCRecord ready

