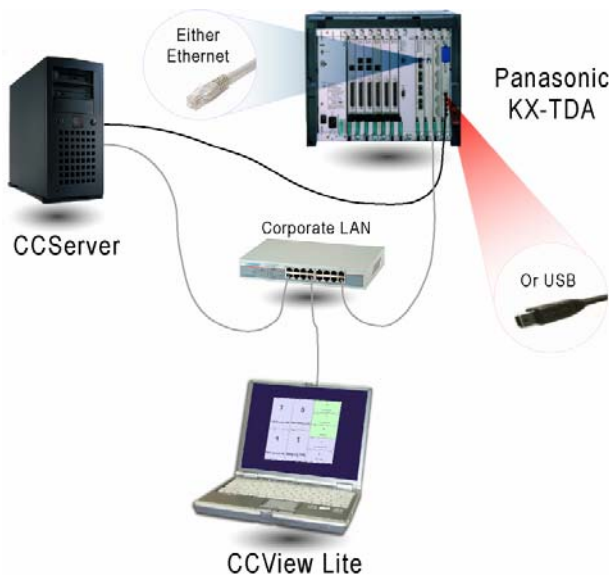


# CCView Lite



- Provide rapid ROI through low initial investment and increased overall business performance
- Generate reports to support business decisions and evaluate Agents each week
- Proactive decisions based on real time information
- Lowering organization telephony bills by estimating outgoing call costs
- Improve budget planning

CCView Lite (**Call Center View Lite**) is a PBX monitoring and call accounting tool that provides:

- Real time monitoring for all system components
- Historical reporting for Trunks and Extensions
- Call accounting

CCView Lite supports CCRRecord add-on.

## Key Features

- Full ACD centers and timers for System, Queue, Group, Agent and Call levels
- Easy call accounting setup: call costs by phone number prefix
- Comprehensive reports
- Historical activity graphs
- Custom reports
- Supervisor decision to login/Logout Agents
- Detailed Call Log and Agent Log
- CCRRecord ready



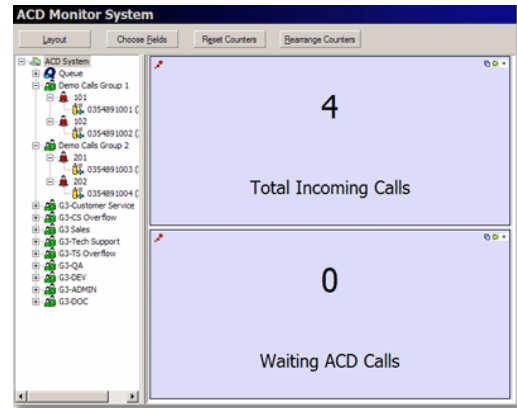
## Target Customers

- Any small/medium business
- Any Manager that is in charge with reducing telephony costs

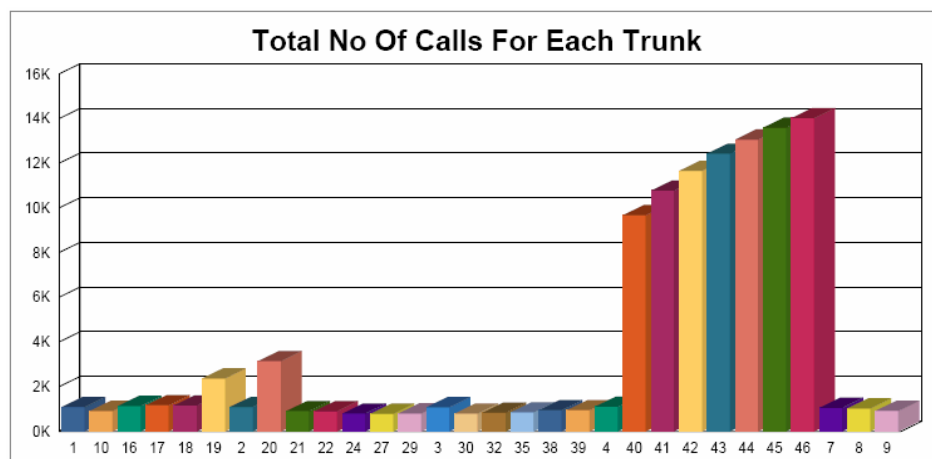
## System Requirements

CCView Life consists of software components that are installed on the users hardware described below:

- **KX-TDA PBX** with Firmware Versions - 2.0080 and up
- **CCServer Host** (minimum) - P4 2 GHz, 512 MB RAM, 2 GB free HDD space
- **CCSupervisor 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



DATE / TIME	TRUNK	STATUS	RRG TIME	WAIT TIME	CALLER ID	CALLER NAME
05 Jul 2007						
15:2007 8:29:33PM	18	ACD	0:07	0:08	902402	Ext-402
15:2007 8:30:00PM	18	ACD	0:03	0:03	902402	Ext-402
15:2007 8:30:43PM	18	Leav ACD	0:18	0:18	902402	Ext-402
15:2007 8:31:03PM	18	ACD	0:03	0:03	902402	Ext-402
15:2007 8:32:23PM	18	ACD	0:03	0:03	902402	Ext-402
15:2007 8:32:33PM	18	ACD	0:03	0:03	902402	Ext-402
15:2007 8:37:33PM	18	ACD	0:21	0:21	902402	Ext-402
15:2007 8:38:24PM	18	ACD	0:10	0:10	902402	Ext-402
15:2007 8:39:07PM	18	ACD	0:04	0:04	902402	Ext-402
15:2007 8:39:33PM	18	ACD	0:04	0:04	902402	Ext-402
15:2007 8:39:43PM	18	ACD	0:04	0:04	902402	Ext-402
15:2007 8:40:18PM	18	ACD	0:04	0:04	902402	Ext-402
15:2007 8:41:23PM	18	ACD	0:02	0:02	902402	Ext-402
15:2007 8:47:33PM	18	ACD	0:03	0:03	902402	Ext-402
15:2007 8:48:13PM	18	ACD	0:04	0:04	902402	Ext-402
15:2007 8:49:03PM	18	ACD	0:02	0:03	902402	Ext-402
06 Jul 2007						
16:2007 11:28:13AM	18	Out	0:00	0:00	35A	35A
16:2007 12:10:59PM	18	ACD	0:02	0:02	902402	Ext-402
16:2007 1:31:43PM	18	Out	0:00	0:00	35A	35A
16:2007 1:31:53PM	18	Out	0:00	0:00	35A	35A
16:2007 1:44:43PM	18	Out	0:00	0:00	35A	35A
16:2007 1:44:53PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:03PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:13PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:43PM	18	Abandoned	0:02	0:00	902402	Ext-402
16:2007 1:48:43PM	18	Out	0:00	0:00	35A	35A
08 Jul 2007						
19:2007 11:01:03AM	18	Out	0:00	0:00	35A	35A
19:2007 11:01:27AM	15	Out	0:00	0:00	35A	35A
19:2007 11:04:00AM	18	Leav ACD	0:12	0:12	902402	Ext-402
19:2007 11:04:16AM	18	Leav ACD	0:15	0:15	902402	Ext-402
19:2007 11:04:36AM	18	Leav ACD	0:22	0:22	902402	Ext-402
19:2007 11:12:18AM	18	Out	0:00	0:00	35A	35A
19:2007 11:12:47AM	15	Out	0:00	0:00	35A	35A
19:2007 11:13:12AM	18	Out	0:00	0:00	35A	35A
19:2007 11:14:06AM	15	Out	0:00	0:00	35A	35A
19:2007 11:16:26AM	18	Out	0:00	0:00	35A	35A



## G3 NOVA Communications SRL

28 Iacob Felix, Sector 1, Bucharest, ROMANIA

US toll free: +1 (877) 239-0356

Sales: [sales@g3novacommunications.com](mailto:sales@g3novacommunications.com), Support: [support@g3novacommunications.com](mailto:support@g3novacommunications.com)