

Real-Time Applications

With immediate access to crucial business data, you'll be empowered to make strategic decisions in rapidly-changing conditions.

TPx's Real-Time Applications fully integrate with our UCx Hosted Unified Communications Service to deliver valuable analytics tools. You can instantly monitor call activity, assess call center performance, and enable business continuity features through an intuitive web-based portal. The suite of Real-Time Applications includes:

Call Center Reporting

Call Center Reporting provides live data on your call center queues, agents, and users. This application includes three modules — Call Center Agent, Call Center Manager, and Call Center Wallboard — each providing a different view of live call center activity. The Real-Time Application portal displays current information such as number of queued calls, number of active agents, and average wait time.

Workgroup Monitoring

Workgroup Monitoring provides live reporting on a subset of users, including detailed reports on inbound and outbound calls for each user within the defined group. The application is designed to manage a small group of users who perform

daily call tasks, such as a customer service or sales team. The Real-Time Application portal displays detailed information for each user, including whether the user is currently on a call, the identity of the remote party on the current call, the number of calls the user has had today, and how much time the user has spent on those calls.

Call Alert Notification Service

The Call Alert Notification Service provides alerts via email, phone call, and/or SMS text message when a particular digit string is dialed. The notification indicates the telephone number, name, and location that initiated the call, and provides a mechanism for acknowledging receipt of the call alert notification. In the Real-Time Application portal you'll see a log of any emergency calls placed, as well as the alerts each of them generated and whether those alerts were acknowledged.

Call Me Now

Call Me Now provides a personalized web page where a visitor can place a call to a specific user number, such as a DID, hunt group, or cell phone. Each user is provided with a



Workgroup Monitoring provides live reporting on a small group of users, such as a customer service or sales team.

unique URL which they can use anywhere to enable Call Me Now functionality. The Real-Time Application portal provides reporting on any calls launched through a Call Me Now page.

BENEFITS OF REAL-TIME APPLICATIONS

Information at lightning speed: Business is continually evolving, but with TPx's Real-Time Applications, you're at the forefront. You'll have access to live data with just the click of a button. Each application refreshes at least once per minute, so you'll never miss a beat.

Make timely decisions: Whenever a business opportunity is delivered to your call center, you'll have the ability to assess and take action immediately. Real-Time Applications will help you capture and analyze customer information, enabling you to make timely and informed decisions.

Get the inside scoop: When we say you'll know all the details, we mean it. Real-Time Applications allow you to monitor the queues that your agents are assigned to. You can see every user's interaction — from who is talking now to how long their last call was.

Enable business continuity: You can't be everywhere at once, but Real-Time Applications can. In emergency situations, instant alerts will let you know exactly what happened and where.

Take it on the road: Because all you need is a login and an Internet connection to access Real-Time Applications, you can gather insightful data wherever you are.

Identify trends: You'll not only have crucial data in real-time, but you'll also be able to go back in time. The Real-Time Applications portal provides reporting features that you can use to review historical data and identify opportunities for improvement.

WorkGroup Monitor

	DID	FName	LName	State	In/Out	Calls	In Time	Out Time	Talk Time	Avg Time	+5
1 +		DSCI	NOC	Released	7 / 7	14	00:07:22	00:03:41	00:11:03	00:00:47	0
2 +		DSCI	NOC	Released	8 / 0	8	00:00:37	00:00:00	00:00:37	00:00:05	0
3 +		Waltham	FAX 02	Released	0 / 2	2	00:00:00	00:02:41	00:02:41	00:01:20	0
4 +		IT Help	Desk	Released	1 / 1	2	00:00:00	00:00:00	00:00:00	00:00:00	0
5 +		REMOTE	NOC	Released	7 / 0	7	00:00:00	00:00:00	00:00:00	00:00:00	0
6 +		DSCI	NOC	Released	7 / 0	7	00:00:00	00:00:00	00:00:00	00:00:00	0
7 +	+1-207-XXXXXX	Stephen		Released	1 / 0	1	00:00:00	00:00:00	00:00:00	00:00:00	0
8 +	+1-207-XXXXXX	Chelsey		Released	5 / 0	5	00:00:20	00:00:00	00:00:20	00:00:04	0
9 +	+1-207-XXXXXX	Tyler		Released	7 / 6	13	00:35:44	00:06:16	00:42:00	00:03:14	3
10 +	+1-207-XXXXXX	Doug		Released	1 / 0	1	00:00:00	00:00:00	00:00:00	00:00:00	0
11 +	+1-207-XXXXXX	Fred		Released	3 / 0	3	00:03:14	00:00:00	00:03:14	00:01:05	0
12 +	+1-207-XXXXXX	Doug		Released	3 / 0	3	00:47:27	00:00:00	00:47:27	00:15:49	3
13 +	+1-207-XXXXXX	Brad		Released	2 / 3	5	00:06:00	00:03:20	00:09:20	00:01:52	1
14 +	+1-207-XXXXXX	Joe		Released	3 / 0	3	00:00:00	00:00:00	00:00:00	00:00:00	0
15 +	+1-207-XXXXXX	Josh		Released	13 / 11	24	00:27:31	01:34:34	02:02:05	00:05:05	6
16 +	+1-207-XXXXXX	Bill		Released	1 / 0	1	00:00:46	00:00:00	00:00:46	00:00:46	0
17 +											
18 +											
19 +											
20 +											

IPBX Queue Call Center Wallboard
West Coast Hotline

1 Queued	03:19 Waiting	258 Inbound	81% Answered (209)	00:52 AVG Queue
15 Bounces	41 Abandoned	6 Overflowed	1 Stranded	0 Escaped
10 Staffed	4/6 A/Unavailable	0 Wrapup	8 Ready	2 Talking
07:3808 AVG Talk		08:4927 AVG Call		08:16 Total Talk

[View 1 - 20 of 104](#)

The Call Center Wallboard report provides an expanded view of real-time data for a single Call Center queue. This real-time report is ideal for displaying in a shared location for all call center agents to see.

Notifications
Configuration
Locations

Emergency Call Log Notifications

	Date	Time	FirstName	LastName	Direction	Call Type	Remote Party	Answered	Talk Time
1 +	2017-06-04	10:09:03	Mary		Originator	Network	911	Yes	00:00:44
2 +	2017-06-04	09:10:07	Faculty	Dining RM	Originator	Network	911	Yes	00:01:03

Page 1 of 1
View 1 - 2 of 2

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