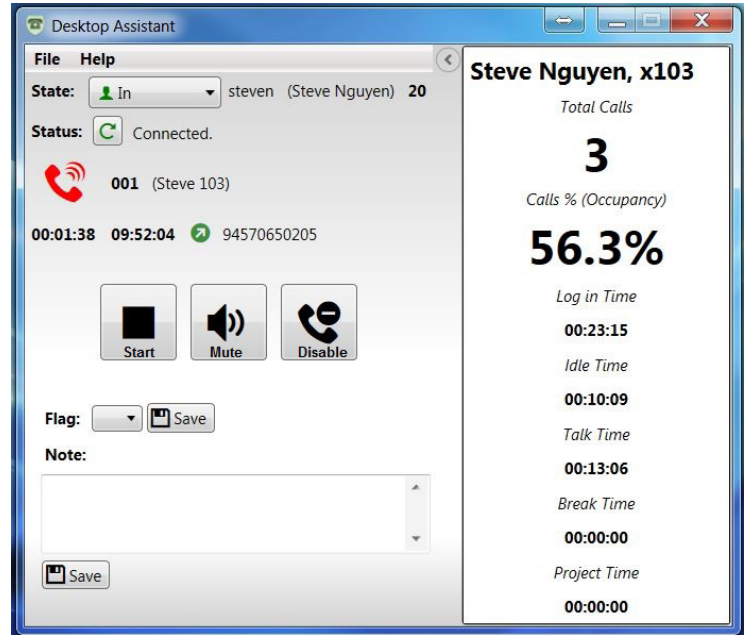


DESKTOP ASSISTANT - PROVIDE CONTROL TO AGENTS

Based on permissions and access, Desktop Assistant allows agents to control their own recordings and notes directly from their desktop. Desktop Assistant is a small application that runs in the agents Windows system tray. While a call is in progress, Agents may pause, mute, start, stop, make notes, or flag a call.

This is very handy when dealing with PCI compliance or being able to monitor important calls. Agents can flag specific calls if they need them to be reviewed; or they can indicate a certain type of call for their manager to review. Managers can filter and find calls that are relevant for that weeks training session or to help assist in tracking important calls.

Additionally, Desktop Assistant can assist with tracking an agents current status. Agents can change their status to In, Out, On Break, or On Project. This allows managers to quickly see what an agent is currently doing without having to physically check on them.



AGENT AND TEAM DASHBOARD

Working with the Desktop Assistant, our dashboard view allows managers to quickly see how their team or individual agents are performing. Are they on a call? On break? Or on a project such as training or reviews. Quickly see if you are staffed correctly during peak hours to properly handle all incoming and outgoing calls. See which agents are outperforming others and create a fun and competitive environment within your business or call center.

VSlogger VS499 English - Dashboard - Signed in: Administrator

Agent Summary Make It Happen! Today is a beautiful day! Collapse

Team Call(%) 38.8% #Reps on Break 6

Name	LoggedIn	State	#Calls	%Calls	Name	LoggedIn	State	#Calls	%Calls
Steve Beckman	03:34:36	In	55	45.2	Annie Ann	02:58:46	In	30	28.6
Marcus Maynard	04:02:57	In	65	47.0	Diana Barnes	03:07:56	In	51	41.0
John Stern	03:25:26	On break	22	23.1	Corey Mckenzie	02:58:31	On break	19	27.0
Adam Finch	03:30:30	In	28	50.8	Shawn Smith	03:07:24	In	46	41.9
Frank Thomas	02:58:30	On break	21	32.3	Urszula Reynolds	03:30:03	In	33	27.5
Cindy Hope	03:07:34	On break	27	32.6	Bill Rights				
Patrice Patrick	03:06:07	In	22	27.5	Oleg Morris				
Suma Peoples	03:10:04	In	17	43.3	Dmitry Styles				
Gene Hill	00:16:57	In	8	69.9	Nhan Nguyen				

Easily track and monitor agents on the floor and quickly see if you are properly staffed during certain days and times of the week.