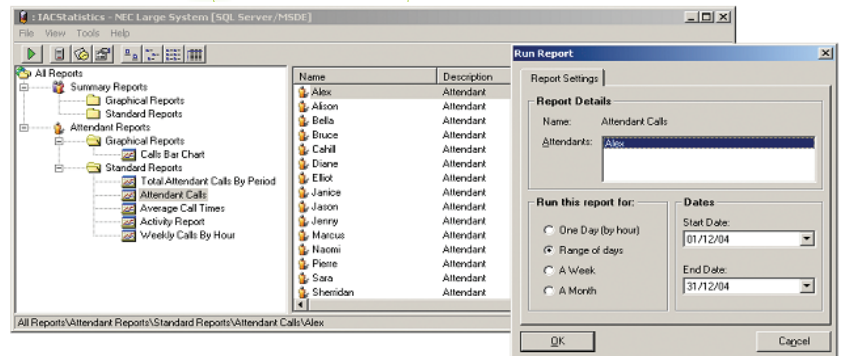


IAC – Statistics

The Integrated Attendant Console (IAC) for the NEC PBX is a PC-based switchboard attendant console, with enhanced functionality available through LAN connectivity to corporate E-mail, Voice mail and Database systems.



The IAC Console generates attendant statistics at the end of each call and these statistics are logged to a centralised database.

The IAC Statistics application is an easy to use report generation tool for producing a range of hourly, daily, weekly, and monthly reports from any workstation that can view the centralised IAC database on the LAN.

Statistics data is logged, as far as possible, in a "raw" format allowing a high level of customisation for the production of non-standard reports. This allows for software to provide customer specific reports to be developed.

IAC Statistics generates reports which can easily be viewed on screen, printed, exported to Microsoft Excel or saved to file in a range of different formats including Acrobat PDF format. A comprehensive User Guide explains how to use the application which runs under Windows 95, 98, NT4, 2000 and XP on any Pentium PC with at least 256 MB of RAM.

BENEFITS

- » Allows management to easily get a "snapshot" view of the current performance levels of an operator call centre
- » Provides a mechanism for management to view "historical" reports of past performance and so identify trends
- » Gives an empirical, concrete yardstick to gauge staff levels and performance
- » Familiar, powerful, and easy to learn Windows interface to the Reporting software reduces training and familiarity time, whilst providing a consistent user interface between desktop applications.
- » Reports can be scheduled to run automatically.

REPORTS

IAC Statistics includes the following hourly, daily, weekly and monthly standard reports:

- » Calls Handled by Attendant
- » Total Calls Handled by All Attendants
- » Average Call Times
- » Attendants Activity
- » Staff Calls to Attendants
- » Total Attendant Calls By Hour
- » Weekly Attendant Calls By Hour
- » Total Calls Line Chart
- » Attendant Calls Bar Chart

In addition, there are two reports for Serviced Office Environments only:

- » Department/Client Calls to Attendant
- » Email Counts

Examples of Reports Types

CALLS HANDLED BY ATTENDANT

IAC **Daily Attendant Calls**
 For: 01-Dec-00 to 04-Dec-00

Attendant	Day	Transfer Call	Forward Busy	Forward No Ansr	LDN	Operatr Call	Held Returnd	Total Answrd
Frederick	01-Dec-00	41	36	27	33	53	17	207
	02-Dec-00	31	26	29	39	66	11	202
	03-Dec-00	27	37	26	40	64	13	207
Totals:		99	99	82	112	183	41	616
Grand Totals:		99	99	82	112	183	41	616

This report breaks down the number of calls answered by each attendant, and groups them by call type e.g. calls forward to the attendant from busy extensions or LDN calls. The available report periods are: Daily, Daily by Hour, Weekly by Day or Monthly by Day.

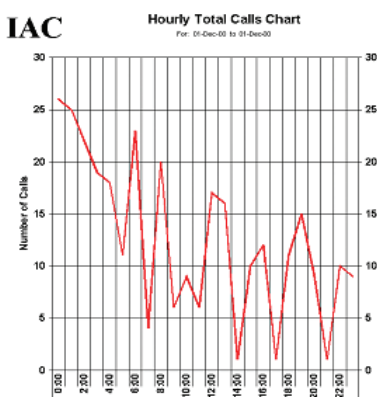
ATTENDANT ACTIVITY

IAC **Hourly Attendant Activity**
 For: 01-Dec-00 12:00:00 AM to 01-Dec-00 1:59:59 PM

Attendant	Log On	Log Off	Calls	Calls Time (hh:mm)	Average Call Time (secs)
Frederick	12:10:00 AM	5:18:09 AM	50	02:37	189
	5:22:39 AM	7:37:09 AM	25	01:07	162
	7:42:27 AM	9:38:46 AM	18	00:57	193
	9:40:29 AM	7:12:35 PM	89	04:28	181
	7:17:16 PM	9:44:05 PM	25	01:08	159
	9:47:39 PM	11:55:20 PM	21	00:57	164
	Logged On Time (hh:mm): 23:25		228	11:45	178

This report lists the login and logout times for the attendant over the day. For each 'logged in' session, the number of calls taken and average length of call is displayed. This report is only available in a Daily By Hour format.

TOTAL CALLS LINE CHART



This is a graphical report and shows the total volume of calls over a selected time period.

This is a good report for identifying trends and busy periods. The available report periods are: Daily, Daily by Hour, Weekly by Day or Monthly.