



AgentAlert

Cisco's call center software inherent ability to force agents into a 'not ready' state if they happen to miss a call, has it's down side. Agents not aware of the small desktop icon may sit in this state while callers are waiting in the queue. This problem is solved with **AgentAlert!**



Summary:

- A time saving enabler for Agents and Supervisors that drastically improves that unseen 'not ready' issue.
- Available in user licenses of: 15,25,35,50,100,500 & up

AgentAlert will make it clear the moment they are set to Not Ready through the use of a bright and clear onscreen alert message.

So now with the AgentAlert solution from ActiveObjects, there will be no unexcused idle time from agents or important calls that go abandoned.

Major Benefits

- Agents always aware when their status is changed to Not Ready
- No more calls queuing unnecessarily
- Aids in reducing average and longest call in queue time
- Clearly seen by agents, managers and other team members
 - Improved accuracy on reporting
- Maximize the capacity available in the contact center and save money

AgentAlert Technical Specifications:

Minimum Server Requirements

Single or Dual 2.4 GHz Processor
1 GB RAM Min.
10 GB System Storage

Software Requirements

Windows 2003 Server (SP2 or above)
Application Server (Windows Components)
ASP
IIS 6.0