



*A very small software package packing a very big punch!*

Q-Gadget is part of ActiveObjects drive to provide higher levels of Information Convergence within the Cisco contact center environment.

Q-Gadget feeds real-time contact center queue stats to a PC or laptop Utilizing MS-Windows Vista via the sidebar.



### Summary:

- Simple, effective interface
  - Easy to use menu
- Change queues in seconds
- Can run two Q-Gadgets on sidebar
  - Available in 15, 25, 35, 50, 100 & 500 user licenses

With the simple to use settings menu, any user can change between queues quickly as is required.

This solution allows you to continue working while it unobtrusively presents the information clearly and concisely.

Q-Gadget can be placed anywhere on the Vista sidebar and can be moved up and down as is preferred by the user.

This application can act independently or in compliment to other information display solutions available from ActiveObjects.



Technology Queue	
<b>Calls</b>	
Presented	17
Queueing	2
Handled	14
Dequeued	1
Abandoned	2
<b>Agents</b>	
Talking	2
Working	3
Available	1
Unavailable	1
<b>Talk Time</b>	
Average	00:02:34
Longest	00:04:56
<b>Wait Time</b>	
Average	00:01:03
Longest	00:02:45
<b>Waited</b>	
Longest	00:08:32
Service Level	92%
VSR2.COM	

*Q-Gadget with Vista sidebar examples*

### Q-Gadget 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