



X Stats

The X-Stats application is an IP Phone Application (for Cisco IP Phone models 7940 and above only) that enables non contact center staff access to key contact center statistics. These statistics are crucial to optimal contact center performance but are often very useful to other members of an organization.

Complimentary Solutions

The X-Stats solution is a suitable complimentary component when applied with the wallboard solution which shows stats for multiple parameters and contact center queues.

The wallboard solution is displayed on a large plasma or LCD display in a contact center or office and offers greater visibility and flexibility with larger amounts of more varied information able to be shown.

This application can show a variety of statistics, and can access more than Cisco Contact Center databases, in fact any ODBC compliant database may be used and information from multiple dBs can be displayed on the same screen. It is possible to have many lines of text displayed.

Marketing

- Is the new campaign generating calls?
- Are the calls creating new sales opportunities?

Human Resources

- Are we employing enough staff?
- Are there peaks and troughs of call volumes?
- Senior Management:
- Are there too many calls queuing?
- Is our service level satisfactory?

Typical contact center statistics displayed are chosen from the following:

- Total Calls Presented (cumulative daily total)
- Total Calls Answered (cumulative daily total)
- Number of Calls in Queue (real time NOW value)
- Longest Time in Queue
- Agents Available (real time NOW value)
- Grade of Service/Service level (from 5 minute tables) (Enterprise product)
- Total of Calls Abandoned (cumulative daily total)

