N-Focus Plus

Web-Based Call Center Reporting for CMS

- Broaden Access to Call Center Reports
- Unlimited Supervisor Views
- 100% Web-Based
- Scheduled Email Report Delivery
- Custom Email or Text Alerts

NetLert

More Data to More People

Call center managers must be able to quickly respond to productivity problems and customer service bottlenecks as they happen. Unfortunately, most call center reporting solutions are either limited in scope or very expensive and difficult to use. These reporting solutions are unable to effectively distribute key performance information to everyone throughout an entire organization in a timely manner, reducing reaction time to problems and ultimately hindering call center productivity and service levels.

The Solution: N-Focus Plus for CMS

N-Focus Plus offers increased access and usability to critical CMS data, keeping managers informed and in control of their call center operations. Easy-to-use real-time and historical reports offer powerful insight into complex CMS environments and can be easily distributed to call center personnel in seconds. With no limit on the number of authorized users, N-Focus Plus allows organizations to make informed, timely decisions that result in increased call center revenue and reduced operating costs.

Unlock Your CMS Data's Potential

N-Focus Plus creates intuitive and understandable reports from CMS data and makes them available to as many supervisors as needed - there are no additional fees to add additional supervisor accounts. N-Focus Plus displays complex CMS data in easy-to-use reports that anyone can use and understand, even non-technical personnel. Because N-Focus Plus allows reports to be customized and saved, you can construct the key views of your business operations that you really want to see.

Skill name	Num	Calls Waiting	Oldest Call	Avg Speed Answer	Avail Agents	Aband Calls	Avg Aband Time	Acd Calls	Avg Talk Time	Avg After Call	% In Svc Lvl
Car Department	1	0	0:00	0:25	3	0	0:00	48	0:17	0:45	56
Customer Service	2	0	0:00	0:24	3	0	0:00	70	0:12	0:45	54
Insurance	3	0	0:00	0:22	2	0	0:00	43	0:19	0:46	65
Mortgage	4	0	0:00	0:24	2	0	0:00	55	0:15	0:45	61
Pre-Sales	5	0	0:00	0:23	3	0	0:00	49	0:17	0:44	67
Product A	6	0	0:00	0:25	2	0	0:00	43	0:19	0:46	58
Product B	7	0	0:00	0:26	3	0	0:00	49	0:17	0:45	48
Product C	8	1	0:52	0:18	2	0	0:00	27	0:30	0:44	77
Sales	9	0	0:00	0:26	1	0	0:00	46	0:18	0:47	50
Tech Support	10	0	0:00	0:21	2	0	0:00	34	0:24	0:45	67

N-Focus Plus System Status Report

Num	Name	Acd Calls	Avg Talk Time	Total After Call Time	Total Avail Time	Total Aux/Other	Extn Calls	Avg Extn Time	Total Time Staffed	Total Hold Time
4266	Sam Sneed	131	3:02	1:10:36	1:03:46	2:14:49	98	0:18	12:00:00	39:39
4116	Jeff Smart	129	2:18	2:16:46	1:39:21	2:18:29	94	0:18	12:00:00	37:54
4249	Jason Byers	127	2:39	1:49:00	1:10:14	2:13:48	99	0:21	12:00:00	38:36
4208	Cindy Cend	96	3:14	2:06:55	1:10:07	2:45:41	113	0:18	12:00:00	33:53
4105	Paul Jones	93	2:58	1:41:51	1:34:19	3:04:16	107	0:21	12:00:00	31:30
4172	Mary Hill	92	3:09	1:31:12	1:43:57	2:39:17	131	0:19	12:00:00	32:22
4224	Tony Bluff	80	4:14	1:43:57	1:03:36	2:04:42	102	0:18	12:00:00	37:35
4247	Aaron Smith	79	3:49	1:45:52	1:10:20	3:19:20	126	0:21	12:00:00	33:38
4220	Lyle Law	77	3:43	2:03:27	1:37:32	2:24:29	132	0:20	12:00:00	26:49
4175	Carly Malt	75	3:50	1:54:05	1:33:20	2:31:44	102	0:20	12:00:00	36:20

N-Focus Plus Historical Report

- Unlimited number of users can view CMS data.
- Point and click navigation saves time and effort to drill down into CMS data.
- Powerful reporting views into CMS data are available for users - even on mobile devices.
- Trigger alerts warn managers when critical thresholds have been met.
- Real-time System Status Reports allow call center managers to immediately spot and react to operational problems before they become critical.
- Detailed Historical Reports allow call center managers to examine agent and skill group effectiveness over any period of time using a drill down sequence.

"The N-Focus solution makes our Avaya switch very powerful in the call center environment. I highly recommend the N-Focus product for any Avaya-based call center that needs a user-friendly web-based reporting tool." -Stephen Gleason, Electro Rent Corporation

MANAGE

Powerful Report Generation and Delivery

N-Focus Plus not only provides a wide variety of valuable call center analysis reports, it also enables you to build and distribute these reports to anyone who needs them in your organization. Utilizing these insightful reports allows you to answer tough questions about your call center operations such as:

- Who are the most or least productive skill groups or agents?
- Are agents and skill groups improving or declining in their performance in the past week, month or year?
- Are any agents taking inappropriate shortcuts or ignoring procedures?
- Are agents arriving late or leaving early on a regular basis?
- Which agents need additional training or other types of assistance?
- Where are calls being abandoned most in the call center and where is customer service coming up short?

Web-based architecture allows reports to be viewed by anyone with Internet access and authorization from the call center manager, at no additional cost. The Report Distribution Facility allows you to:

- Select and customize favorite N-Focus Plus performance analysis reports.
- Schedule reports for regular email distribution in PDF and Excel formats.
- Set permissions to control what data certain users can see - a useful feature for outsourcers who need to share specific data with clients while protecting their other clients' data privacy.

One of the main reasons (besides the great product) we continue to do business with NetLert is the customer support. You guys are awesome!!
-Debra Ceeko, Holt Cat

Fast to Deploy and Simple to Administer

In as little as thirty minutes, N-Focus Plus can be installed and begin running reports on critical performance data. There is no desktop software to install, update, or support and a web-browser is all that is required. Once installed, a powerful permissions authorization scheme allows the administrator to set data access levels for all users. With N-Focus Plus, granting access to reports is an administration function, not an IT or Telecom responsibility. Adding new users or groups is simple because N-Focus Plus keeps administration local. Using N-Focus Plus, anyone can be authorized to view your reports - even agents or clients - without additional costs.
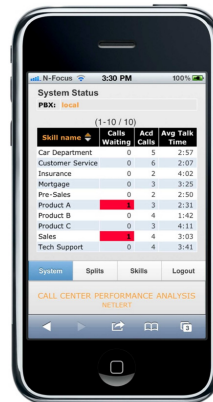
View real-time activity on your mobile - anytime, anywhere

N-Focus: Functional, Flexible and Affordable!

N-Focus Plus provides full-featured, affordable reporting for all Avaya CMS equipped call centers. No limits on the number of users that can log-in to the product keeps supervisors and managers well informed of call center activity. NetLert's original N-Focus product offers web-based reporting for non-CMS Avaya environments.

Regardless of the size of your Avaya call center, N-Focus Plus will assist you in increasing revenue and reducing operating costs by providing the right information about your business to the right people at the right time!

About NetLert

NetLert, a division of Candescent SoftBase LLC, is committed to creating a better Avaya call center experience. NetLert strives to ensure that every organization using Avaya call center technology obtains maximum value from their investment by enabling call centers to improve operational decision-making with real-time and historical reporting, available anytime, anywhere, to as many people as needed. With NetLert, you can count on a tool that works as promised and a knowledgeable support team available 24/7 to answer questions.

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