

A powerful Contact Center delivered as a Cloud App

QueueMetrics

The Cloud Solution for your Asterisk® call-center management.
Experience the speed and simplicity of setting up a fully functional Asterisk® contact-center monitor, tailored for your needs.

QueueMetrics Live's advantages:

- Delivered via the cloud as software as a service (SaaS).
- No need to buy, maintain or upgrade hardware.
- Pay only for what you use each month.
- Easily support multiple contact-centers, including at-home agents, anywhere in the world.
- Full QueueMetrics functionality guarantee, including agent pages and live monitoring.

QueueMetrics-Live features:

- Support to up to 50 agents, unlimited queues and campaigns.
- Compatibility with any Asterisk version and configuration.
- Compatibility with Elastix® and FreePBX®.
- Localization in multiple languages.
- Over 150 metrics for calls, traffic, sessions.
- Single and multiple reporting for queues/campaigns.
- Weekly activity breakdown in days or hours.
- Business targets measurement against SLAs.
- Staff performance analysis on ACD/non-ACD activities.
- Customizable QA forms for live call grading.
- Complete performance reports by agent and by queue.
- Exportable reporting data to MS Excel, CVS, XML, PDF.
- Detailed real-time activity reporting with definable alarms.
- Real-time Wallboard mode.
- Agent screens via VNC screen-sharing server.
- Restricted Visitor mode for external inspection.
- Add/remove agents function directly from Administrator screen.

Available in English, Spanish, Portuguese, German, Brazilian, Chinese, French, Dutch, Italian, Japanese, Hebrew, Greek, Polish and Slovak.



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Measure. Improve.

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