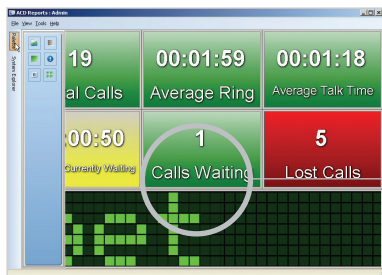


ACD Manager

NEW FROM OAK

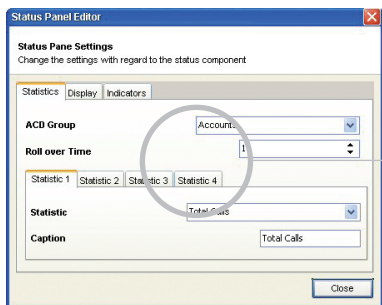
Fully configurable wallboard display



Users can add and configure wallboard displays to meet their exacting needs. Statistic panels, agent status panels, scrolling news tickers and indicator panels can be dropped on and placed anywhere within the wallboard layout.

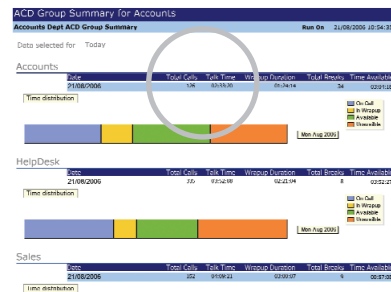
- A fully customisable live presentation screen
- Multiple desktop layouts
- Fully client / server with unlimited client capability
- Present on a standard PC screen or on a large plasma display
- A large array of reports available on screen or via pdf using powerful report scheduling technology.

A comprehensive set of available statistics



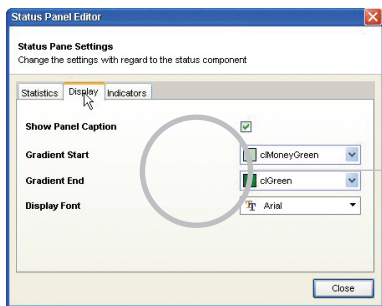
Calls waiting, longest waiting caller, average wait time, agents busy and lost calls are some of the many statistics ACD Manager can provide.

Comprehensive range of reports



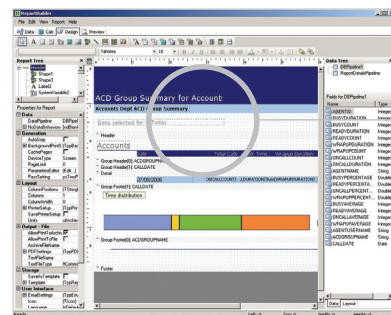
A range of ACD Group and Agent reports are available providing data and graphical analysis.

Configurable statistic panels



Give users the ability to configure up to 4 statistics on a roll over basis on each statistic panel. Configure colours and fonts on an individual basis and set statistic panels to change colour when certain conditions are met.

Report Designer



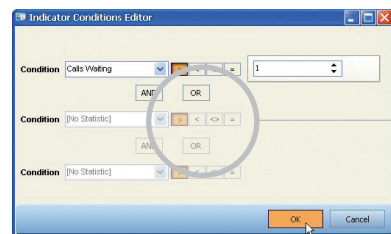
Custom reports can be designed using the stylish and elegant report designer. Both the styling and the data can be modified giving limitless flexibility.

Configurable status lists

Agent	State	CLI	Call Length
Bella.Martin			
Heather.Br...	Ready		
Kelvin.Mckl...	Busy...		
Bella.Kraus...	Fleady		
Karen.Robi...	Busy...	01502 67 181	00:00:45

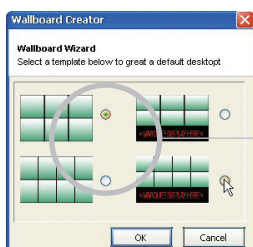
Show current agent status including the CLI and call duration of the caller they are currently connected to. View all calls that are waiting to be answered including the time they have been waiting for.

Powerful alarming capabilities



A condition engine is provided with on screen and email alerting options to highlight when specific conditions are met. Know when your queues are too busy or when you have no agent availability.

Wizard driven layouts



Wizards can be used to assist end users design many common layouts.

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