



## Advanced Call Center Analytics for Unify OpenScape 4000

OnTraQ offers a unique approach to keeping your OpenScape 4000 call centers on track – at a price point unmatched in today’s market. OnTraQ gives your management team visibility and insight into the key metrics you need to keep your call centers running at a high level of performance. You view the information you need, when you need it, and then can make the timely adjustments to meet your performance objectives. With lower deployment costs and a robust feature set, OnTraQ is the answer! The combination of OnTraQ analytics with Switch Only ACD provides an affordable world-class call center environment for any size call center.

### Contact Center Directors, Managers and Supervisors Empowered

- ◆ Modify own dashboards and reports in real-time without reliance on IT
- ◆ Tailor reports with point and click access to full uniform dataset without SQL expertise
- ◆ Customize alarms based on center’s goals and activities
- ◆ Reliably and effectively manage teams spread across multiple sites with multi-site view

### See Each Life of Call Step

- ◆ In real-time:
  - For call escalation to management team
  - To analyze call routing
- ◆ To research complaints

### Real-Time IVR Status

- ◆ Eliminate risk of limited IVR availability
- ◆ View Life of Call for IVR traffic

### Monitor 2<sup>nd</sup> Line Call Activity to Assure Operational Compliance

### Cost Savings

- ◆ Streamlined implementation, lowering cost and reducing risk
- ◆ Significant savings per agent over OSCC
- ◆ Only pay premium cost for agents that require the specialized, costly functions of omni-channel desktop. Let OnTraQ provide cost-effective visibility for all the other teams in your enterprise that just use a phone or a CRM app at the agent desktop.
- ◆ Reduced operational support with lower costs
- ◆ Avoid significant investment for upgrades to existing system and only pay to upgrade the agents that require specialized, costly functions. For the rest, leverage budget-friendly OnTraQ.

