



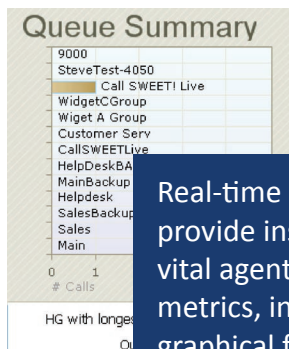
**Real-Time Contact Center
Monitoring Solution
for Allworx**

Call SWEET! Worx



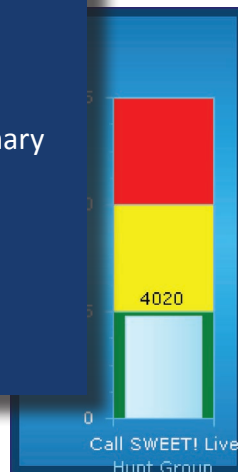
Call SWEET! Worx for Allworx is the ultimate real-time contact center management solution. Key agent status and queue metrics, along with other vital statistics, are available instantly in a straightforward format.

If your business has an Allworx telephone system with hunt groups, you need Call SWEET! Worx. The solution will accurately monitor and report on phone activity for an unlimited number of agents and hunt groups; always keeping you up-to-date and informed on what is happening in your contact center.



Real-time desktop widgets provide instant access to vital agent and hunt group metrics, in both text and graphical formats.

- Live Viewer
- Speed of Answer Summary and Detail
- Queue Status Summary and Detail
- Live Chat
- Handle Time
- Wallboards



Users can customize the layout of widgets, and view multiple widgets at a time, in order to monitor statistics that are most vital. A new feature is the ability to create reports instantly by clicking through widgets. Faster reporting equals faster results. Lead your company towards greater efficiency with the help of Call SWEET! Worx and its real-time widgets!

Features

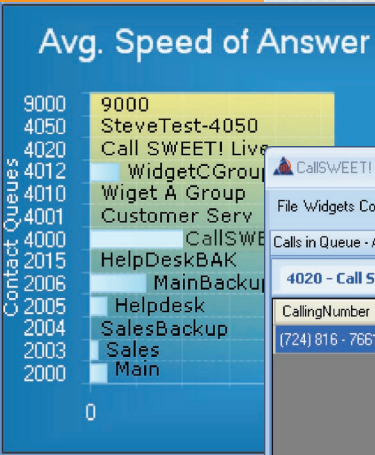
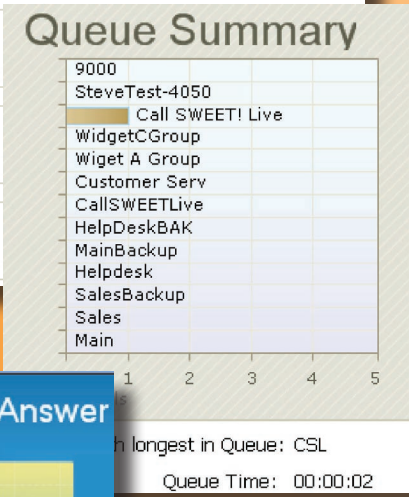
- Disposition codes
- Drag and drop agent and wallboard widgets
- Combine user statistics in wallboard
- Report on key statistics
- Share information easily and efficiently with scheduled reports

Bundled with Call SWEET! Worx is our acclaimed, and recently enhanced call accounting application, Call SWEET!. With shared architecture and functionality, these applications act as one and provide you with both real-time and historical call data. Not only can you monitor current activity, but you can also run and schedule historical reports showing such essential data as call distribution by day/hour and cost reports to name a few.

Call SWEET! Worx Features and Benefits

- Layered with the exceptional call accounting features of Call SWEET!
- Customizable dynamic desktop widgets for frequently used functions
- User-defined service level thresholds facilitated with alarms and alerts
- Text and graphical reports with drill-down capabilities
- Customizable security roles and permission settings
- Queue status monitoring
- Customizable Agent Status layouts
- Both real-time and historical metrics on hunt group activity
- Agents can be members of multiple hunt groups

Barbara Jones 00:01:22 Idle Group Calls: 7	Tracy Morgan 00:01:12 Idle Group Calls: 0
Bill Smith 00:00:14 (724) 555 - 5678 Handle Group Calls: 10	Will Murray 01:13:05 Idle Group Calls: 0
CSL Demo Agent 00:22:07 Idle Group Calls:	
Steve Dawson 01:40:29 Idle Group Calls:	
Sam Scott 01:47:06 Idle Group Calls:	



CallSWEET! Live - Widgets v7.2.60.148

File Widgets Config. Agent Status Queue St

Calls in Queue - Alarm

4020 - Call SWEET!

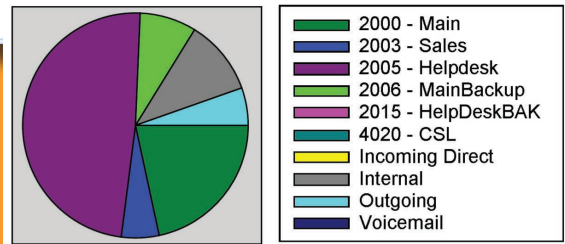
CallingNumber	Duration
(724) 816 - 7861	00:00:01

Summary for Day:

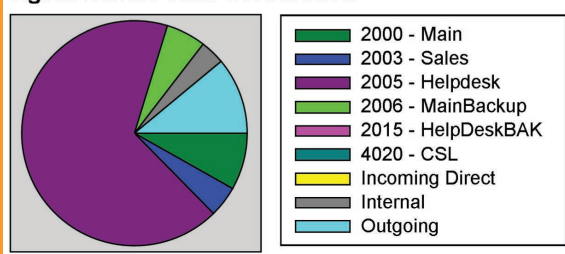
- Presented: 7
- Handled: 4
- Voicemail: 0
- Abandoned: 2
- Overflow: 0

Agent ID	Agent Name	Ext	OtherPa
Hunt Group: 4000 - CallSWEETLive			
bjones	Barbara Jones	2132	
bsmith	Bill Smith	2201	(724) 555 -
csldemo	CSL Demo Agent	2130	
sdawson	Steve Dawson	2113	
sscott	Sam Scott	2205	
tmorgan			
wmurray			

Agent Call Distribution



Agent Handle Time Distribution



Agent Status

Call SWEET! Worx makes it simple to view the status of all agents in an individual hunt group or multiple hunt groups at a time. Supervisors can see every agent's phone activity without leaving their desks. This not only increases overall visibility, but also saves supervisors time and energy. Know exactly what your agents are doing, when they are doing it!

Alarms and Alerts

Setting and monitoring service levels establishes expectations and goals for your workforce. In Call SWEET! Worx, alarms and alerts can monitor several critical areas, including the speed calls are answered, handle time required to complete a call, number of calls in queue and the duration of calls in queue. The widgets that include graphical alerts display crisp, color-coded graphs that keep you informed and up-to-date on key contact center metrics so changes can be made quickly. Queue alarms can alert users by email, screen pop and audible alarm - choose one alert option or all three!

Reporting

Real-time reporting is a key element of Call SWEET! Worx. All call data collected, by agent and by hunt group, can be viewed in a wide array of reports. With drill-down capabilities, each report can be as specific or as broad as you choose. If you would like to see your reports in a different format, they can be easily exported in Excel and PDF files.

Scheduling reports to run at specific times - daily, weekly, monthly or one time only - is an important aspect of Call SWEET! Worx reporting. The scheduled reports can be sent via email or stored electronically. See the reports you need, when you need them.

Queue Management

Call SWEET! Worx features several widgets that give you up-to-the-second queue details. Agents are made aware of calls instantly and supervisors can monitor queue statistics by hunt group. Alarms can be set to indicate when the queue is past the acceptable ranges determined by supervisors or managers and alerts users by graphical display, email, screen pop and/or audible alarm. The queue level alarms and alerts can be customized for each hunt group, as a service call may need answered quicker than an administrative call, for instance.

We keep it simple.

DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications - remotely or on-site.

DATEL's licensing is clear and straightforward - we are only concerned about your monitored agents. Every agent has full user capabilities upon installation, but security roles and permissions can be defined and changed easily within the application.

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:

Software Updates

- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support

- Unlimited technical support by phone
- Unlimited remote access support

Dial Plan Service

- North American Dial Plan monthly updates, as well as additional tariff and rate updates



DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business.



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