



DATEL

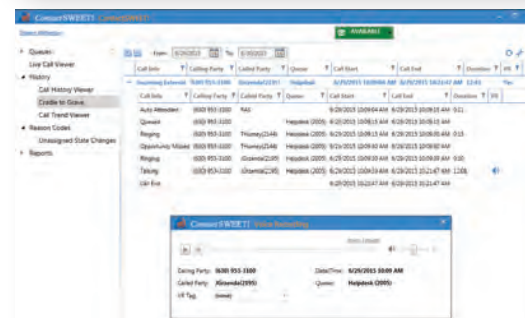
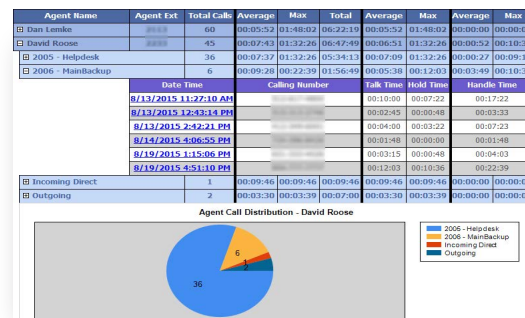
Software Solutions, LLC

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Contact SWEET! Standard Edition For Allworx

You can't manage what you can't measure! Take the first step in managing your business with Contact SWEET! Standard Edition and see the results in your customers' delight.

Ideal for the informal call center, Contact SWEET! Standard Edition provides valuable insights into your business. Armed with this information you can make positive changes to your business and effortlessly maximize productivity, reduce costs and drive top line growth.



Get your finger on the pulse of **your business**

DATEL gives you the tools to manage your customer service center, increase productivity, improve customer service and drive sales growth.



Contact SWEET! Standard Edition has been designed for the growing business, their owners and managers who need an easy to use reporting solution to optimize business operations. Comprehensive historical reports for extensions, agents and groups, arm you with the information you need to streamline business operations, make necessary changes and ultimately improve the way you are providing service to your customers in a cost effective and intuitive solution.



Contact SWEET! Standard Edition – Tangible benefits for your business

Increase Productivity - Track agent activity to ensure they are operating at maximum efficiency. Use reports to better manage staffing to meet your customer's needs

Reduce Costs – Receive automatic alerts for misuse and excessive call durations. Analyze historical reports to better manage costs

Identify Trends – Text and graphical reports provide comprehensive views into all calling activity - inbound, outbound and internal. Use this information to be proactive in resolving issues and optimizing business operations



Highlights

Schedule Reports – Save time by automatically emailing reports daily, weekly, monthly or on demand.

Drill-Down Capabilities – Get high-level metrics or granular details on all of your extensions, agents and hunt groups and reduce the need for dozens of separate reports!

Service Levels – Evaluate individual and group performance with service level reporting. Keep your customer service standards high by setting and maintaining company-wide goals.

Cradle-to-Grave Details – Get the details on every step of a call from the moment the call comes in to when the customer hangs up the phone, giving you a better understanding of the customer experience.

Call Accounting - Use historical reports to analyze patterns and trends in your calling. Use this information to learn about peak calling times, extension durations and more.





Keeping it Simple

DATEL solutions are powerful, yet designed around simplicity:

Simple and rapid to deploy, remotely or on-site

Easy to understand licensing

- All licenses are concurrent
- Every agent has full user capabilities upon installation
- Fully configurable agent permissions and security roles

DATEL Customer Care puts your mind at ease:

- Ongoing support and maintenance
- Comprehensive technical support by phone and remote access



Contact SWEET! Feature Matrix		
Features	Contact SWEET! Standard Edition	Contact SWEET! Enterprise Edition
Deployment	Single or multisite	Single or multisite
Agent license	NA	1+
Cradle to grave reporting	✓	✓
Extension reporting	✓	✓
Agent reporting	✓	✓
Queue reporting	✓	✓
Data export	✓	✓
Report scheduling	✓	✓
Real time queue monitoring		✓
Real time agent monitoring		✓
Live call viewer		✓
Historical data viewer	✓	✓
Customer service levels	✓	✓
Email alarms	✓	✓
Real time alarms	✓	✓
Multichannel		✓
Add On Solutions		
Call Recording	✓	✓
CRM Integration		✓

About DATEL

DATEL Software Solutions creates innovative, cost-effective multichannel contact center and call accounting solutions enabling organizations to manage all of their customer interactions in a single, easy to use application. DATEL prides itself on outstanding service, and believes you're not investing in just a software solution, but in a partnership that cares for your business.

For more information, please visit us on the web at:
www.datel-group.com