

General Information

The @COM ACD Client Application is a real-time web application that displays the most important information of calls, queues and agents on your desktop.

Via a special "health" indicator agents can quickly see how well calls in certain queues are being answered and respond accordingly. With this application agents are able to login or logoff from certain queues which is not possible in any other way.

Additionally it displays detailed information about the hold time of a call, queue name and the caller ID number and name of a call which cannot be seen without this application.

Via buttons within the applications agents can easily login, logoff or pause themselves removing the need for entering long service codes and or pre-programmed keys on their phones.

General Features

The user interface offers the following real-time information

- Number of logged in agents per queue
- Number of calls waiting per queue
- Number of call per queue
- Average hold/waiting time per queue
- The SLA per queue
- Total calls for the day for all queues
- Total agents available on all queues
- Total calls waiting on all queues
- Total average hold/waiting time on all queues
- Total SLA percentage for all queues
- Detailed caller information
- Hold time of the caller
- History of answered calls

Available user actions and features:

- Login, Logout and Pause via buttons
- Set active queues for the agent
- Multi language support (currently Dutch and English)

Technical Specifications

Platform

- Webbased application
- Platform independent
- Compatible with Microsoft Internet Explorer 6+
- Compatible with Mozilla Firefox 2+
- HTML / AJAX technology

System Limits

The limits regarding the @COM ACD Client Application depend on the @COM model. Check the datasheet of the @COM model for all system limits.

@COM ACD Client Application screenshots



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Status: Active Call | Call History

Queue	Agents	Waiting	Calls	Avg HT	SLA
Total	1	0	0	0:08	100%
Service_ACD_EN	1	0	undefined	0:07	100%
Service_ACD_NL	1	0	undefined	0:09	100%

Extension: Jan Peter Balkenende (551)

Login Logoff Pause

Health	Queue	Active
	Service_ACD_EN	<input checked="" type="checkbox"/>
	Service_ACD_NL	<input checked="" type="checkbox"/>



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Status: Active Call | Call History

Time: -

Queue: -

Holdtime: -

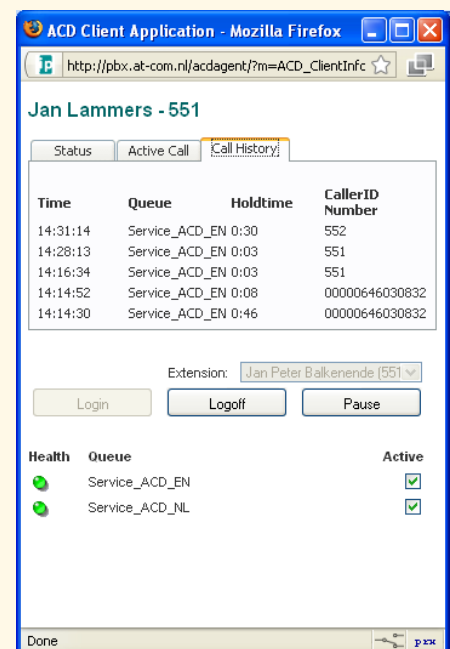
CallerID Number: -

CallerID Name: -

Extension: Jan Peter Balkenende (551)

Login Logoff Pause

Health	Queue	Active
	Service_ACD_EN	<input checked="" type="checkbox"/>
	Service_ACD_NL	<input checked="" type="checkbox"/>



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Status: Active Call | Call History

Time	Queue	Holdtime	CallerID Number
14:31:14	Service_ACD_EN 0:30	-	552
14:28:13	Service_ACD_EN 0:03	-	551
14:16:34	Service_ACD_EN 0:03	-	551
14:14:52	Service_ACD_EN 0:08	-	00000646030832
14:14:30	Service_ACD_EN 0:46	-	00000646030832

Extension: Jan Peter Balkenende (551)

Login Logoff Pause

Health	Queue	Active
	Service_ACD_EN	<input checked="" type="checkbox"/>
	Service_ACD_NL	<input checked="" type="checkbox"/>