

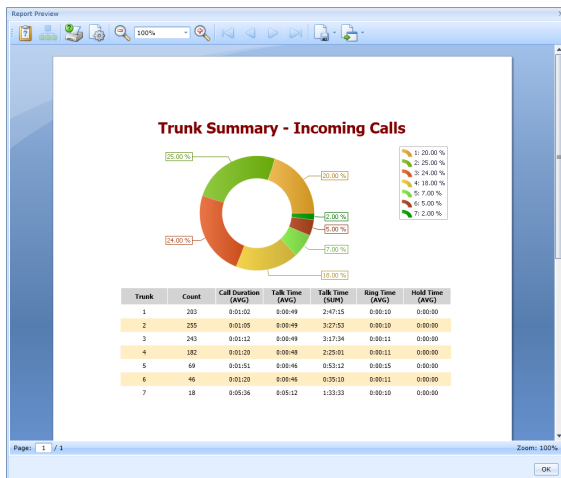
# GET DEEPER VISIBILITY INTO YOUR CALL ACTIVITY



**CCView is an effective telephony solution to help you manage your Contact Center operations and handle your high-volume complex calls.**

CCView, part of a suite of applications designed for Contact Centers, provides built-in management reports, real time monitoring, and call accounting, letting you gathering higher service levels for your customers. This allows for better customer service, retaining customers being less costly and more beneficial than acquiring new customers.

CCView connect to multiple PBXs simultaneously and may be combined with CRecord Pro and CCAgent add-ons.



## Benefits

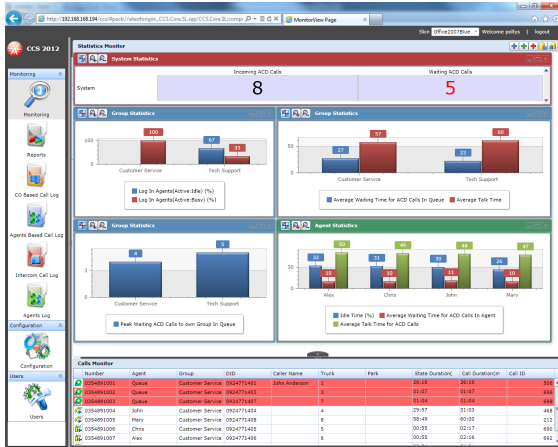
- Centralized control of multiple call recording servers remotely located
- Monitor multiple PBXs simultaneously
- Wide accessibility by Web-based console
- Improve customer service levels
- Optimize your Contact Center operations
- Easily identify staffing deficiencies
- Reduce hold time
- Increase agent efficiency
- Multi-language user interface



# Polty's CCView: The Right Tool to Improve Your Customer Service

## Real-time Monitoring

Providing real-time information to your supervisors is a tool that can be used to improve the performance of your organization. CCView helps you identifying staffing deficiencies that need attention in order to increase the overall group productivity.



## Historical Reports

Supervisors, on average, spend 30% of their time developing reports for management to provide information and to develop an overall view on the business activity.

Finding ways to reduce the amount of time a supervisor spends in obtaining and re-formatting this information is critical in shifting their focus to your customers.

CCView allows a variety of reporting services that help cut this time down.

## Call Accounting

Call accounting features included in CCView helps you manage your telephony costs and break down your high-volume telephony traffic.

### Applications

- Contact Centers
- Financial Institutions
- Insurance Agencies
- Tech Support Divisions
- Government Agencies
- Lawyer/ Attorney Offices
- Education Centers
- Healthcare Facilities
- Mortgage Companies
- Collection Agencies
- Investment Advisors

## Call Recording and CCAgent Add-ons

CCView can be combined with CCRRecord Pro add-on to provide a total solution for call recording of analog/ digital/ IP trunks and extensions. CCView provides centralized control of multiple recording servers remotely located.

Computer telephony integration (CTI) and screen pop are essential in providing customer information to agents, enabling them to deliver the ultimate customer service experience. When the call is presented to your Contact Center operator, CCAgent add-on for CCView attaches specific customer data obtained from internal or external databases, or from third-party CRM systems.

## Key Features

- Compatible with Panasonic KX-NS1000/TDE/NCP/TDA PBX series
- Web based user interface
- Multiple Supervisors with their own layouts
- Real-time call activity monitoring
- Enhanced management of counters and timers
- Full PBX ACD statistics and reports
- 41 predefined report templates
- Call Accounting
- Security password levels
- Connect to multiple Panasonic IP-PBXs simultaneously
- CCRRecord Pro and CCAgent ready
- Ready for the Cloud
- Multi-language support

## Enterprise Level Solution

You no longer need to remake reports from multiple systems to see all the activity within your organization. Multiple different Panasonic PBXs that are networked together can be monitored with CCView.

## Ready for the Cloud

The Cloud Solution of CCView offers a range of web-based services that provide cost reduction opportunities in medium sized and large organizations.

The CCView hosted solution means no internal administration or operating costs for the company, only a monthly fee paid to the CCView hosting provider.



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