

CosmoCall Universe offers an array of OMAP (Operations, Management, Administration and Provisioning) tools that allow companies to manage their call centers to maximum efficiency. Its highly customizable configuration and administrative capabilities are complemented by built-in and tightly integrated third-party analytical and reporting tools. This gives call center managers the operations, management and administration tools they need.

Supervisor

Real time Reports - Desktop statistics are provided so supervisors can easily monitor call center activities. Data fields include queues, skills, teams, groups, profiles, and priorities.

Historical Reports - Details about each call are recorded in an MS SQL database (or any ODBC-compliant database). Pre-defined and customizable report templates are provided. User-defined reports can also be created utilizing leading RDB report generators such as Seagate's Crystal Reports.

Silent Monitor, Coach, and Barge-In - Supervisors can listen to calls (silent monitor) and assist agents, either with the caller's knowledge (barge-in) or without it (coach). This quality assurance feature can also be utilized as a training device.

Administrator

- ◆ GUI System Configuration - All system configuration is easily managed through an intuitive Windows user interface
- ◆ Multiple Administrators
- ◆ Remote Administration from Authorized Clients
- ◆ Telephone Trunk Management
- ◆ Call Detail Records
- ◆ Add/Change Agent Properties
- ◆ Group/Skill/Priority Updates

Maintenance

- ◆ Event Logs / Error Reports
- ◆ Remote Maintenance

External System Interfaces and Integrations

- ◆ External Database Access (ODBC/ OLE DB)
- ◆ Web Integration Tools
- ◆ Agent COM Interface
- ◆ Administrator COM Interface
- ◆ Real Time Statistics COM Interface
- ◆ Integration with Legacy ACD/PBX
- ◆ FAX Server Integration

