



Platan Call Monitor

English

Software

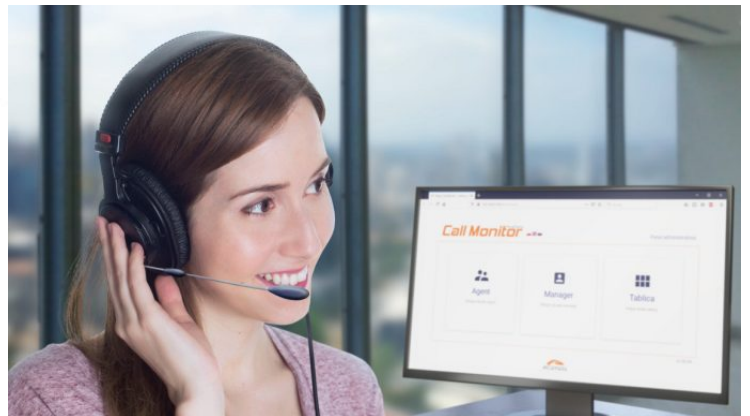
Platan Call Monitor



Platan Call Monitor software helps to manage calls received by groups of Agents. It provides information about whether and who in a group answered a call, and for missed or abandoned calls – whether anyone called them back. For Managers it offers tools to monitor employees' activities and to optimise their work. Take care of your customers. Don't lose any prospect!

Recommended for:

- *car dealers,*
- *private health clinics,*
- *consulting companies,*
- *customer service centres,*
- *travel agencies,*
- *start-ups,*
- *companies that care about every client.*



Facilitating group work

Updated information about current day's calls and their status (answered, missed, returned etc.) are visible for all in a group. Simple click on a link with phone number lets you call back quickly. Temporary logging out, Agents' statuses, call history and number of own calls facilitate the work of every person answering group calls.



User-friendly interface

Call numbers completed with phonebook descriptions, visible tiles, graphical tabs, call status symbols with hints in text bubbles ensure the intuitive use of Platan Call Monitor. Modern, user-friendly interface let you work with the software in English, Russian and Polish languages.



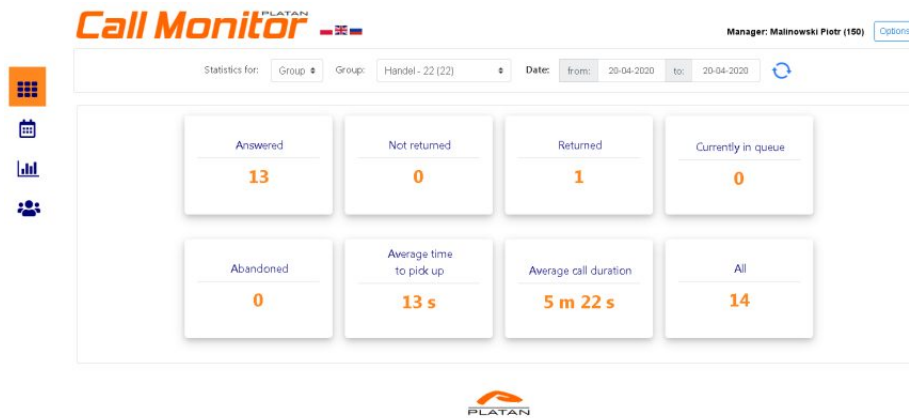
Teamwork optimisation

Manager constantly monitors work and activity of Agents answering calls, supervises call queues and can react in the time of higher number of calls. Detailed graphical statistics of call traffic at different time of the day, Agents' occupancy and effectiveness let you optimise the teamwork. Visualisation of group results on the Table stimulates competition among Agents and teams.



Easy configuration

Settings of Platan Call Monitor groups and users are downloaded from PBX server, but Agents and Managers can be added manually as well. Personalised user statuses and corresponding actions let you tailor the app. to the needs of your company.



Platan Call Monitor, Manager's view on current call statistics

Features and services

Platan Call Monitor

Number of supported Hunt Groups / Number of users in every group	64 / 16
Groups and users configuration download from Platan PBX server	+
Connection with PBX server global phonebook / Platan Contacts	+ / +
Updated information about Agent's calls answered in a current day	+
Graphic statuses of group calls: answered / missed / abandoned / returned with success / returned unanswered	+ / + / + / + / +
Group calls from a current day / call history for any period, both with call statuses	+ / +
Reports in hourly distribution with average number of calls waiting in a queue / average number of calls per queue / average waiting time / average number of Agents logged in	+ / + / + / +
Abandoned calls statistics with information on what IVR level of PBX server callers gave up waiting	+
Agents activity statistics: time of logging in/out and of temporary statuses	+
Data export to .xls file	+
Table – displaying current group statistics without personal data	+
Agent statuses: predefined / personalised	2 / 3
Setting by Agent the same or different status for one or more groups	+
Quick dialling with the use of hyperlinked numbers – with Platan Click2Call add-on	+
Support of Platan CTI app.	+
Menu language: Polish / English / Russian	+ / + / +

Hardware requirements

- connection with Proxima, Proxima plus IP PBX Server or Libra PBX Server (ver. 2.10.02 and higher),
- recommended installation on Platan Application Server; optionally PC: dual-core processor min. 2 x 1,6 GHz, 4 GB computer memory, 1 GB free HDD space, LAN 10/100/1000, Windows 8 or higher or Linux operation system;
- licence starter pack including licences for server, Manager, Agents posts,

- Mozilla Firefox, Chrome web browsers,
- free Platan Click2Call browser add-on (to call back numbers from hyperlinks) – option.

Configuration

- Local or remote via web interface.

Licences

- Unlimited, for following posts:
- Manager – preview of current statistics and queues (numbers, waiting times),

history with call statuses, graphic reports of group and individual work statistics for any period; data export;

- Agent – current day's calls: my answered, to call back in a group, all to group, currently in queue; call history; Agents' statuses preview;
- Table – group statistics without personal data: answered calls, not returned, missed, average time to pick up, all calls.
- Trial – free, 30-days, for any number and type of posts, one-time.

Platan is a leading Polish producer of IP PBX Telephone Systems and PBX Servers. Thanks to our comprehensive offer, we are capable of satisfying the most sophisticated requirements of a wide range of customers, from small and medium companies to large enterprises, public offices and institutions, as well as rescue and uniformed services.

We have been ranking among the most innovative players on the Polish electronic market since 1985, offering telecommunication and radio communication solutions. As many as over one million users are already using Platan products.

Systems developed by Platan are fully based on our own technical know-how. Thanks to our own design offices and highly qualified specialists in telecommunication, IT and electronics, Platan provides solutions employing the latest global trends and technologies. All our products are tailored to market needs and expectations.

Platan offers also the public address systems, including the Megaphone Broadcasting Network designed for railways and voice alarm systems for public utilities.

We have been awarded ISO 9001 Quality Management System Certificate for design, manufacture, sale and service of telecommunication equipment, which provides the evidence of our compliance with quality standards.



Platan sp. z o.o. sp.k.
ul. Platanowa 2
81-855 Sopot, Poland
tel. +48 58 555 88 00

platan@platan.pl
www.platan.eu

