



Polty's Inc.

Unified Communications Solutions



► Overview

CCView (Call Center View) is an End User call management tool that provides:

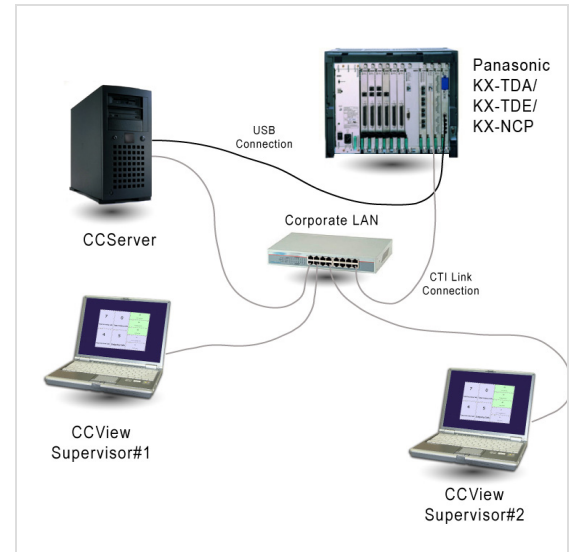
- Real-time call monitoring
- Historical cradle to grave reporting
- Call accounting
- Call logging

CCView provides optional add-on that tells the caller the estimated hold time they can expect in the Queue. Using the DISA/OGM board, calls are answered and the IVR plays the estimated hold time based on the current statistics and past performance

[Enterprise Edition Available](#)

► Key Features

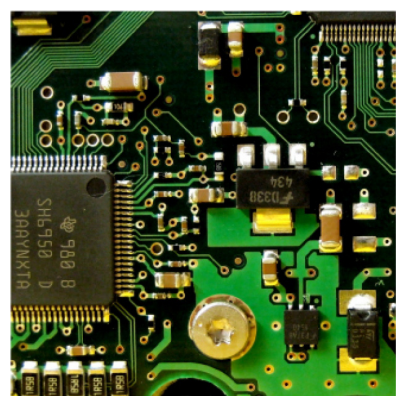
- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Real-time performance graphs
- Full PBX ACD statistics and reports
- Predefined report templates for quick report generation
- Call billing
- Global filtering
- Multiple Supervisors
- Security passwords levels
- Send SMS notifications when network connection to PBX is down
- Connect to up to 8-networked Panasonic IP-PBXs simultaneously
- CCRRecord Pro and CCIVR ready
- Multilanguage support: English, Spanish, German, French



Benefits

- Measure Call Center performance versus service level objectives
- Identify and avoid past Call Center service problems
- Proactive real-time call monitoring and recording
- Improve customer relationship management
- Lower organization telephony bills by estimating outgoing call costs

System Requirements



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000
- CCServer Host
 - Minimum P4 2 GHz, 512 MB RAM, 2 GB free HDD space, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2008, Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled)
- CCSupervisor Host
 - Minimum P3 850 MHz, 256 MB RAM, 400 MB free HDD space, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled)