

# CCView Lite



# Polty's Inc.

Unified Communications Solutions



## Overview

**CCView Lite** is a telephony call monitoring tool that helps small and medium offices and call centers to increase their business visibility and productivity by providing:

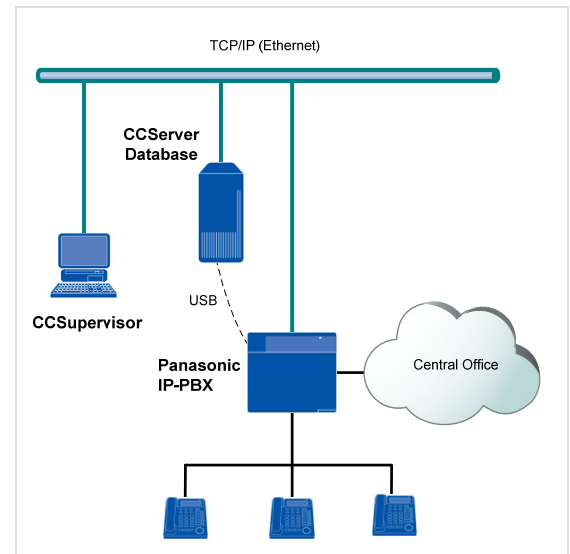
- › Real-time call monitoring
- › Historical cradle to grave reporting
- › Call logging and accounting

## Key Features

- › Full ACD counters and timers for system, queue, group, Agent and call levels
- › Easy call accounting setup: call costs by phone number prefix and call charges by extension
- › Comprehensive reports
- › Historical activity graphs
- › Detailed Call Logs
- › Send SMS notifications when network connection to PBX is down

## Target Customers

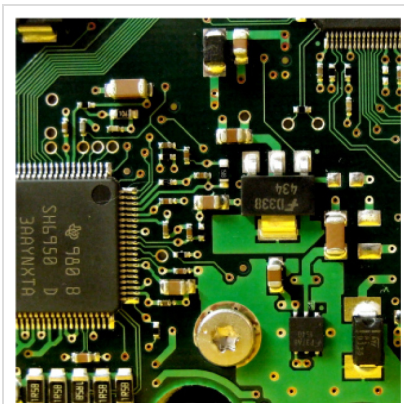
- › Financial Services
- › Insurance
- › Distribution
- › Transportation
- › Manufacturing
- › Publishing
- › Healthcare



## Benefits

- › Provide rapid ROI through low initial investment and increased overall business performance
- › Generate reports to support business decision and evaluate Agents weekly
- › Proactive decisions based on real-time information

## 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, 1 GB RAM, 10 GB free HDD space, 100BaseT NIC
  - › Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2008, Microsoft Windows Vista Business 32-bit version (with UAC disabled), Microsoft Windows 7 Professional 32-bit version (with UAC disabled)
- › CCSupervisor Host
  - › Minimum P4 1.4 GHz, 512 MB RAM, 2 GB free HDD space, 100BaseT NIC
  - › Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista Business 32-bit version (with UAC disabled), Microsoft Windows 7 Professional 32-bit version (with UAC disabled)