



Q-View_{v1.1.1}

ACD Agent and Supervisor Applet

Q-View is the real-time monitoring solution for Wave IP Contact Center Agents and Supervisors that provides immediate data visibility to maximize agent productivity and caller satisfaction.

With *Q-View*, your Agents and Supervisors are constantly aware of Queue status. Both visual and audible indications alert them to out-of-threshold conditions. Give them the tools they need to manage by exception and meet or exceed your goal metrics.

Queue:	Calls Waiting:	Agents Available:	Agents Logged In:	Calls Abandoned:	Calls Answered:	Total Calls:	Longest Wait:
<u>Customer Service</u>	12	9	35	3	266	269	2:37
<u>Sales</u>	5	15	20	0	104	104	:13
<u>Spanish</u>	2	16	18	0	117	117	:08
<u>Help Desk</u>	4	6	15	1	82	83	:20
<u>Billing</u>	0	5	5	0	27	27	0:00

- Ultra-Lightweight ACD Agent / Supervisor Applet
- User Selectable, Orderable Queues
- User Customizable Warning/Alert Thresholds
 - Thresholds for Calls Waiting, Longest Wait, Agents Available
 - Color-coded Real-Time Status
 - Audible Alert on Calls Waiting, Longest Wait (wav file)
- Dynamically Resizable window, cells and fonts
- Shift counters for Answered, Abandoned and Total Calls
- “Always on top” Window Option
- Works with Wave IP Contact Center 2.x, 3.x
- Utilizes Wave IP ViewPoint Login

Product Features:

- Operating Systems:
 - Windows XP, Vista
 - Windows 7 & 8
- Maximum Queues: Unlimited

Statistics:	Current	Shift	Hideable
• Calls Waiting	✓		✓
• Longest Wait	✓		✓
• Agents Logged In	✓		✓
• Agents Available	✓		✓
• Abandoned Calls	✓	✓	✓
• Answered Calls		✓	✓
• Total Calls		✓	✓

Thresholds / Alerts:	Warning	Alert	Per Queue	Audible Alert
• Calls Waiting	✓	✓	✓	✓
• Longest Wait	✓	✓	✓	✓
• Agents Available	✓	✓	✓	

Ordering Information

Vertical SKU:	Description
WA-QVIEW-L	5-Seat License* *includes 1 year software support

Communications Diversified, Inc.
 4374 Alexander Blvd NE Suite K
 Albuquerque, NM 87107
 505.345.9199
www.communicationsdiversified.com



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