



Sophisticated, reliable set of applications

The ASQ set of applications interfaces with the GENESYS™ and AVAYA™ platforms, offering users a set of state-of-the-art and easy-to-use tools that provide reliable and meaningful information for managing Contact Centers.

ASQme

A personal agent utility that displays information related to individual agents' activities in the form of tiles. An agent using ASQme can view information regarding waiting times in queues from which they receive calls, their own accumulative break durations, call data such as customer IDs and/or other forms of identification, and additional attached data of the ongoing calls.

The information provided by ASQme, coupled with information originating in other sources, such as sales and objective goals, can help agents promote their quality of work and enhance their performance.

display

call source
dialed vdn

acw
01:04

skill name
AS_SERVICE_ENG

answered calls
10

outgoing calls
2

total aux - 14:55
avg acd time - 04:59
avg acw time - 00:00

ASQhistory

ITNAV

Abandoned Calls | **CB calls** | Out Calls

Report ^

From: 7/19/2023 To: 8/2/2023 View Report

100% Find | Next

| Created Date | UCID | Campaign Name | Phone1 | Created Date Time | Planned Date Time | Actual Date Time | IVR Start Time | IVREnd Time | Result | Curr Retry |
|-------------------|-----------------------|-----------------|-----------|---------------------|---------------------|---------------------|---------------------|---------------------|--------|------------|
| 19/07/2023 | 0000115141689742360 | ASTRAL_SALES_CB | 052612043 | 07:53:24 19/07/2023 | 07:53:24 19/07/2023 | 07:53:24 19/07/2023 | 07:52:40 19/07/2023 | 07:53:24 19/07/2023 | 219 | 0 |
| 20/07/2023 | 0000117761689826289 | ASTRAL_SALES_CB | 052463033 | 07:45:35 20/07/2023 | 07:45:35 20/07/2023 | 07:45:35 20/07/2023 | 07:44:59 20/07/2023 | 07:45:35 20/07/2023 | 219 | 0 |
| 21/07/2023 | 0000105591689905026 | ASTRAL_SALES_CB | 052403354 | 09:22:44 21/07/2023 | 09:22:44 21/07/2023 | 09:22:44 21/07/2023 | 09:22:09 21/07/2023 | 09:22:44 21/07/2023 | 219 | 0 |
| 22/07/2023 | 0000103377689998961 | ASTRAL_SALES_CB | 054444710 | 07:10:03 22/07/2023 | 07:10:03 22/07/2023 | 07:10:03 22/07/2023 | 07:09:22 22/07/2023 | 07:10:03 22/07/2023 | 0 | 0 |
| 10/4821690084300 | 00001074821690084300 | ASTRAL_SALES_CB | 052455564 | 06:52:16 23/07/2023 | 13:44:57 23/07/2023 | 11:44:57 23/07/2023 | 06:51:40 23/07/2023 | 06:52:16 23/07/2023 | 239 | 0 |
| 1078631690086132 | 00001078631690086132 | ASTRAL_SALES_CB | 050232133 | 07:22:34 23/07/2023 | 13:46:34 23/07/2023 | 11:46:34 23/07/2023 | 07:22:02 23/07/2023 | 07:22:35 23/07/2023 | 232 | 0 |
| 1085781690088305 | 00001085781690088305 | ASTRAL_SALES_CB | 052321690 | 07:59:34 23/07/2023 | 13:47:15 23/07/2023 | 11:47:15 23/07/2023 | 07:58:26 23/07/2023 | 07:59:34 23/07/2023 | 239 | 0 |
| 1090816900808731 | 00001090816900808731 | ASTRAL_SALES_CB | 054437104 | 08:06:35 23/07/2023 | 14:05:14 23/07/2023 | 12:05:14 23/07/2023 | 08:06:31 23/07/2023 | 08:06:35 23/07/2023 | 232 | 0 |
| 10901416900808763 | 000010901416900808763 | ASTRAL_SALES_CB | 052599272 | 08:06:35 23/07/2023 | 12:29:09 23/07/2023 | 12:09:09 23/07/2023 | 08:06:03 23/07/2023 | 08:06:35 23/07/2023 | 219 | 0 |

A simple yet effective interface for producing various historical reports that complement the general picture of the Contact Center operations. Reports include single-calls reports, IVR operation reports providing information from different perspectives, customer experience reports, transferred calls reports, agent effectiveness reports, detailed incoming calls reports, and more. This tool facilitates in-depth analysis of the Contact Center operations and investigation of extreme case scenarios involving the entire Contact Center, the team, or a single agent.

