ASQ
Agent Skill Queue

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.

ASQhistory

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.

ASQout

An outgoing calls management system that supports registration of dialing records from various systems, examination of agent availability status, and dialing to customers based on the examination results. ASQout supports reporting of dialing results to the organization central systems and provides a Web interface that enables Contact Center managers to monitor the outbound calls operation, including campaign progress reports, call forecasts, and more.

ASQflow

ASQflow allows easy and immediate monitoring of the organizational IVR flows. The system enables activation of dynamic messages, opening or shutting down IVR centers or branches, management of SMS messages, control of call transfer destinations, and more.

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