

Office Pro is a telephony monitoring, management and reporting solution that provides powerful tools to track and control telephone usage and staff performance throughout any organisation. Site, group and agent performance can be monitored live in real-time using wallboard, supervisor and call centre views. Extensive historic reporting for site, group, and agent SLA and KPI's helps to manage and drive efficiency, whatever the size and type of business. Flexible and expandable Office Pro is part of the extensive Office Solutions for Business software range.

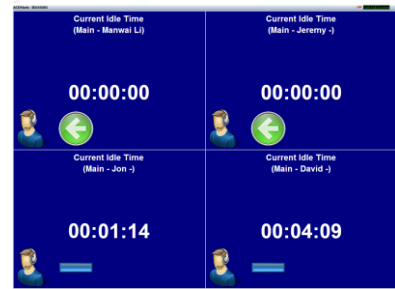
### Compatibility:

- Panasonic KX-TDA | KX-TDE | KX-NCP | KX-NS
- ShoreTel
- Avaya IP Office

### Features

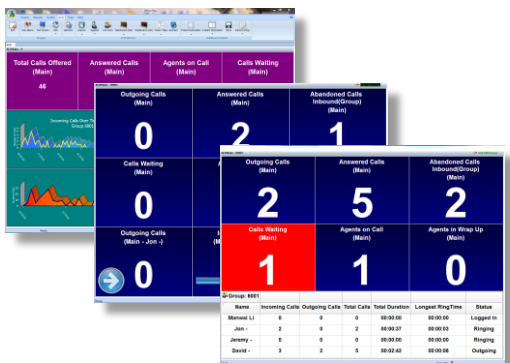
- Office Pro brings you live call statistics using real-time data from your telephone system to deliver live and accurate information on site, group and agent performance
- View live calls in progress, calls waiting, agent status, duration of calls, average ring times, agent logged in or out, auto attendant statistics including overflow and much more
- The 'ticker tape' view scrolls across the screen no matter what application you are in, choose from a range of statistics and customise the scrolling speed and font to personalise your view
- Supervisor screens allow monitoring, control and management of agents and groups to maximise efficiency

### Agent Status

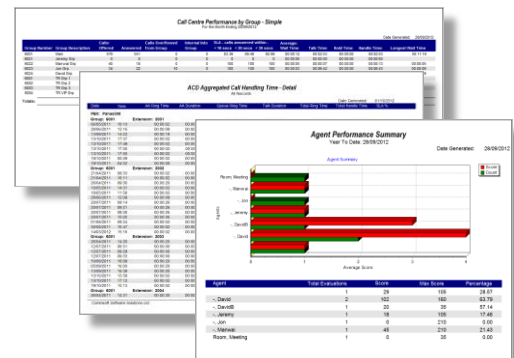


- Display agent & group statistics on client PCs or on a LCD screen in 'presentation mode' to show wallboard tiles
- See at a glance whether agents are on in bound or out bound calls, in wrap up, logged in or logged out
- Wallboard tiles can have 'threshold alarms' for items like abandoned calls or if pre-set levels are exceeded
- Report on performance by site agent, group and SLA levels from the extensive selection of ACD reports

### Wallboards



### Reports



Office Pro™ is the ultimate communications management system, offering maturity, stability, ease of use and powerful market-leading technology.

Contact your CommSoft RMS dealer or get more information from:

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