



# Office Pro™

## Call Centre Software

# Office Solutions

## for Business

Office Pro provides real-time monitoring, reporting and management, with powerful tools to track and control telephone usage and staff performance in any organisation.

Office Solutions Version 9.0 provides a choice of Microsoft or Google interface themes and styles providing an easy to use and familiar desktop environment.

Site, group and agent performance is monitored using live 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 size and type of business.

### Compatibility:

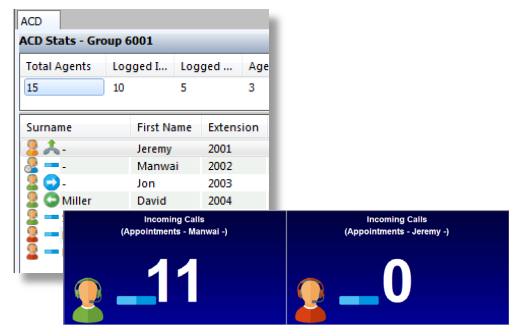
- Panasonic KX-TDA, TDE, NCP, NS
- ShoreTel
- Avaya IP Office

### Features

- Today Page graphical dashboard provides vital **at-a-glance** telephone and business performance data
- List View, Wallboard & Supervisor screens show and manage site, group and agent performance
- Display agent & group wallboard data on client PCs and LCD screens

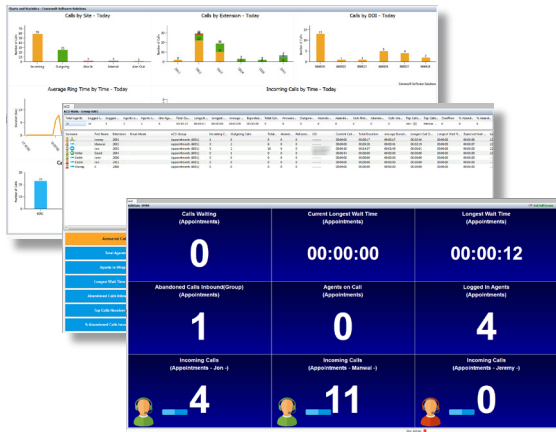
- See agent status - on inbound/outbound calls, in wrap-up, logged in/out of groups

### Agent Status

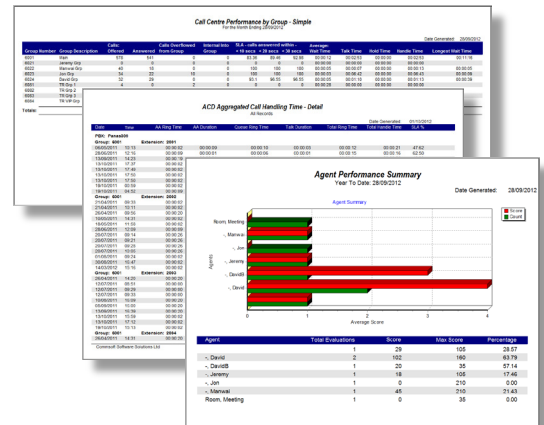


- Report on site, group, agent, SLA and full telephone system

### Dashboard / Supervisor Views / Wallboards



### Reporting



Office Pro™ is the ultimate communications management solution, monitoring, improving and maintain business performance.

Contact your CommSoft RMS dealer or get more information from:

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