

clear cloud **CALL REPORTING**



Business Intelligence Call Reporting for clear cloud UNISON and ACCESS Solutions!

*Manage and Enhance Your Key Business Metrics for Increased Revenues,
Decreased Costs, and More Productive Call Flows for You and Your Customers.*

Detail and Summary Reporting

Review Departmental and Individual Detail and Summary reports in both statistical and graphical views. Simply and quickly identify trends, areas of success, and areas to be enhanced.

Measurability

Measure call flows from your customers to your departments, from your departments to your agents, and identify where to streamline processes and improve Customer Experience.

Standard and Automatic Reporting

Ad Hoc Reporting immediately assists with prompt Business Intelligence requirements, while pre-determined reports may be created in order to print, email, or save to an archive location on your network. Detailed statistical reports are ideal for integrating other Business Intelligence systems into single reporting requirements.

Anytime, Anywhere Access

While at your desktop, another desktop, remote office, home, away,... you can always access your call statistics from a web browser – PC, Smartphone, Kiosk, or virtually anywhere.

Optional Call Recording, Screen Capture, and Agent Scoring/Reporting

All calls may be recorded, or pre-determined criteria may trigger call recordings. Supervisors may monitor, score, report, and share knowledgebase in order to maximize productivity, revenues, and profits.

Further, Single or Dual screen desktops may also be video recorded and synchronized to play back in unison with audio call recordings.

Agent Scoring provides unlimited Management Surveys, with customized Reporting.



DESIGN

The **Affiliated ComNet Sales and Engineering Teams** offer Traffic Analysis, LAN/WAN Assessment, Solution Design, Project Management/Planning, ROI & TCO Analysis, and more....

Identify and Exploit Growth and Competitive Business Intelligence!

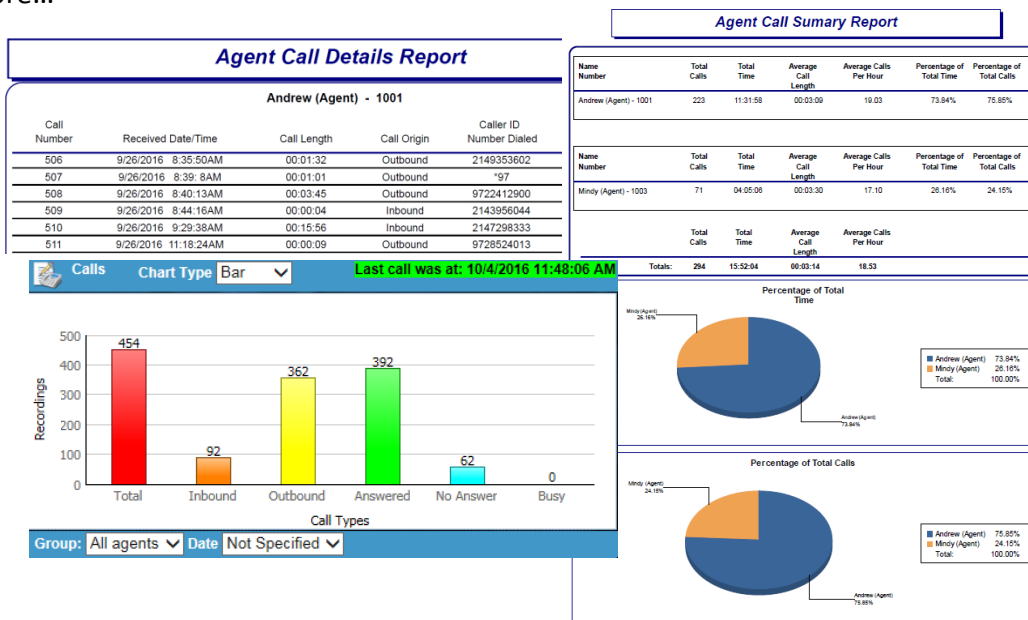
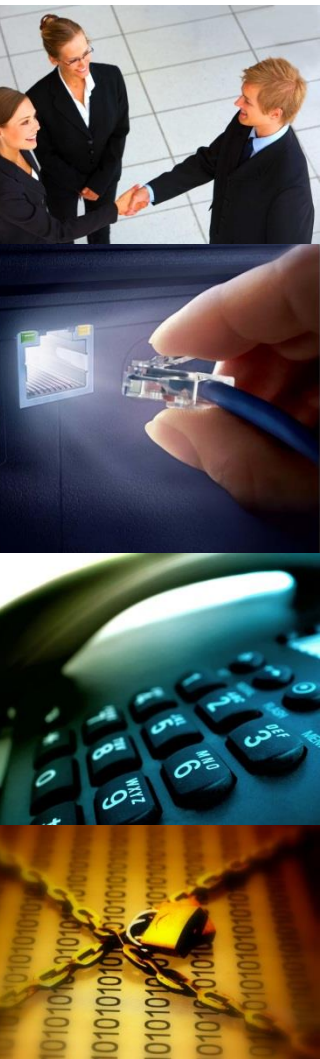
DEPLOY

The **Affiliated ComNet Engineering and Deployment Teams** provide Single- and Multi-Office Design and Project Management Implementation and Installation, Logistics and Procurement Integration, Wiring/Cabling, Configuration/Customization, Training Services, and more...

Survivable Business Lines During Power or Network Outages!

SUPPORT

The **Affiliated ComNet Deployment and Support Teams** continually Monitor, Maintain and Update the clear cloud Network, in addition to delivering Warranty, Help Desk, Converged Billing, and more...



Optional Call Recording, Screen Capture, Agent Scoring, AND MORE!

- ACCESSIBILITY
- SURVIVABILITY
- RESILIENCY
- SIMPLICITY
- QUALITY
- AVAILABILITY
- FLEXIBILITY
- SCALABILITY
- AFFORDABILITY

Since 1984, Affiliated Communications has been providing high quality telephony services for enterprise customers with thousands of phones and multiple locations, small customers with only a few phones at one location, and customers with a wide variety of requirements in between. Affiliated Communications solutions and personnel are dedicated to helping customers shorten time-to-market while achieving a competitive advantage in their unique market segment. Affiliated Communications brings together experienced professionals, partners, programmers and technicians to assist our customers so that they can improve their business performance. Our combination of the latest technology solutions, technical expertise, and professional project management is second to none.