

Managers Console

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the future is calling



- Instantly view all or any agents call statistics.
- View current agent status, who they are talking to, how long they have been talking etc.
- View the number of calls completed so far, the number of calls left in Power Dialer's Call Queue etc.
- Record agent's calls on demand.
- Stop and Start Power Dialer.
- Rapidly reorganize agent Call Lists.
- Change user settings remotely.
- View, print and export detailed logs of all calls made and received.
- Create pre-defined agent templates for specific campaigns

The ultimate companion to Tapi Link and Power Dialer

Take **control** of your agents' call environment.

Just click to re-organize an agent's outbound call list, view up-to-the-minute call statistics, check and print call logs, and **manipulate** agents' workloads to match individual skill sets and to meet changing campaign priorities.

Need to refocus an agent to a new campaign? It's a snap with Managers Console.

Need to check a trainee's telephone skills? Simply click to view the relevant contact record or just click on "Record" to save the call recording for playback. All of this happens in real time – so you can rapidly assess the results and adjust agents' workloads to meet the changing needs of different call campaigns and staffing levels.



Monitor → Measure → Modify → Manage

The Managers Console is a simple-to-use yet powerful tool for **monitoring** and **optimizing** your agents calling patterns. It is ideal for large call centre environments, sales teams, and small telemarketing units.

Client Type	DNS Name / IP Address	Company / Contact	In / Out	Duration	Call Count	Q Pos
PD	MANDY	Pentagram Partnership	Incoming Call	00:00:58	32	32
TL	KELLY	Hilton International	Outgoing Call	00:01:47	69	64
PD	NICK	Micro Holdings	Incoming Call	01:01:22	132	12
??	KARL	Infotech Ltd	Outgoing Call	00:02:46	148	14
TL	JON	Antediluvian Management	Incoming Call	00:07:02	37	35
TL	PAUL	Imagination Studios	Incoming Call	00:03:31	27	27
PD	GEORGE	Computer Telephony Corp	Outgoing Call	00:02:03	62	62
PD	RICHARD	Terse Technology	Outgoing Call	00:03:05	77	52
TL	SUSAN	Barclays International	Incoming Call	00:12:31	31	26
PD	KIMBERLEY	Laser Supply Ltd.	Outgoing Call	00:03:15	79	77
TL	CATHIE	Marketing Matters Inc.	Incoming Call	00:01:58	135	13
PD	MARY	Business Exhibitions	Incoming Call	00:05:36	211	20
PD	JAMES	Hardon Maintenance Inc.	Outgoing Call	00:04:17	181	17
TL	LUCY	Corporate Calisthenics	Incoming Call	00:02:43	115	11
PD	JOHN	ABC Trading	Outgoing Call	00:09:48	92	89

Auto Refresh On (60s) All Agent Stats (Refreshed 19:22) Agents:14 Total:02:37:48 Answered:35 Average:00:04:30 Incoming:57 Outgoing:57
 Connected (14 Agents) Agent 1 Status: IDLE Total:02:09:52 Answered:22 Average:00:05:54 Incoming:27 Outgoing:19

Control your Tapi Link, Power Dialer, and Call Recorder users from a central location.

If you have any questions regarding Managers Console or require further information please contact Papillon Technology by telephone on US +1 (408)-960-1032, internationally on +44 (0)1992 560487 or by email to sales@papillontechnology.com.

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