

CISCO® UNIFIED COMMUNICATIONS MANAGER AND SPOK® ECLIPSE ENHANCED CALL TRACKING



GAINING A DETAILED UNDERSTANDING OF THE CALLS YOU PROCESS

Organizations handle many thousands and even millions of calls each year through their Cisco Unified Communications Manager (CUCM) phone systems. Providing seamless, efficient caller service requires you to have a clear, detailed picture of how calls are moving through your organization, as well as who's making calls and where costly inefficiencies lie.

You may be able to generate call metrics through your CUCM system. But are you able to easily and quickly make sense of all the calls tracked and processed by your organization's call center? Without the proper tools and reporting capabilities, managing all of the data your CUCM generates can be a daunting task.



SPOK ECLIPSE ENABLES ORGANIZATIONS TO ANSWER QUESTIONS SUCH AS:

- How many agents are required for a projected call volume?
- How will the number of agents affect the average delay?
- How long are callers willing to wait before talking to an agent?
- How many calls can be answered within a projected timeframe?

SPOK ECLIPSE

To guarantee that your organization is providing a superior customer experience, it is important to continually monitor basic call center parameters and use simulation to accurately forecast acceptable service and workforce requirements. With this in mind, Spok Eclipse call accounting and reporting helps you gain control of your telecom infrastructure and costs with accurate call information.

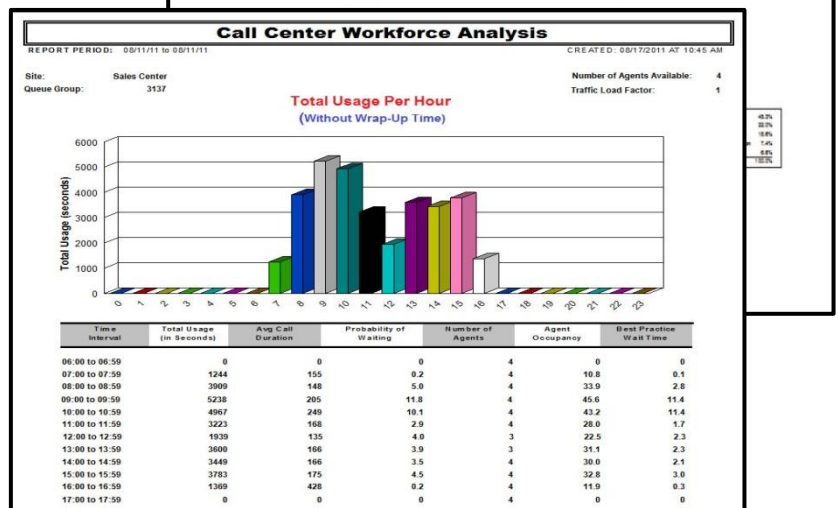
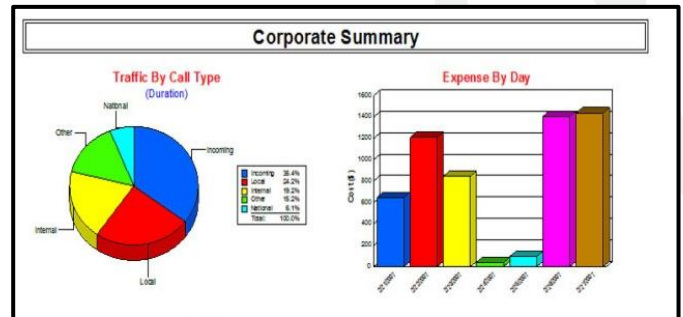
Spok Eclipse generates a wealth of data about every call made and received by your organization—and helps you easily make sense of this information. It provides reporting and monitoring tools that deliver a number of benefits, such as insight into how agents are processing calls, employee telephone usage, and bill-back information.

KEY METRICS INCLUDE

- Call volume
- Talk times
- Agent availability
- Wait time before answer
- Abandonment rate
- Maximum time in queue

EYE-OPENING REPORTS

Spok Eclipse offers flexible reports that help you interpret what is truly going on in your organization. These reports can be as high-level or as detailed as you like. In fact, attention to detail is where Spok Eclipse excels. The solution cross-references hundreds of thousands of calls to track each call sequence and key metrics.

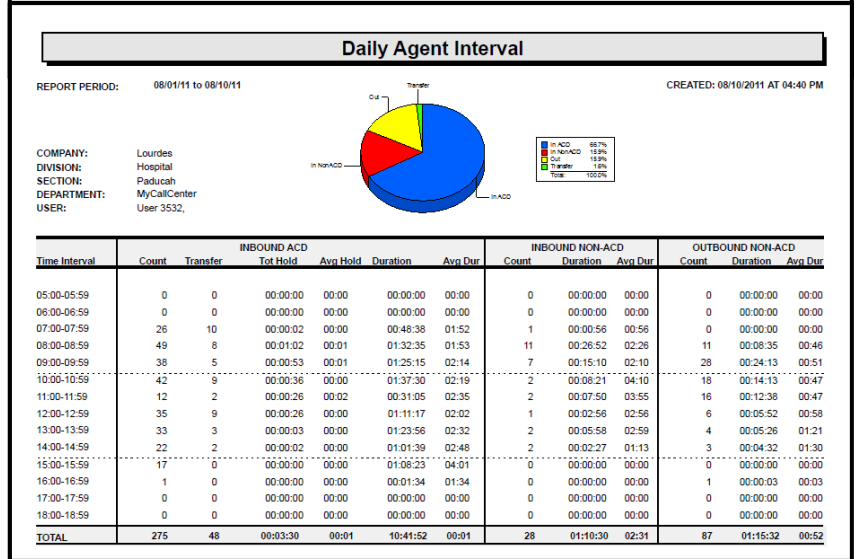
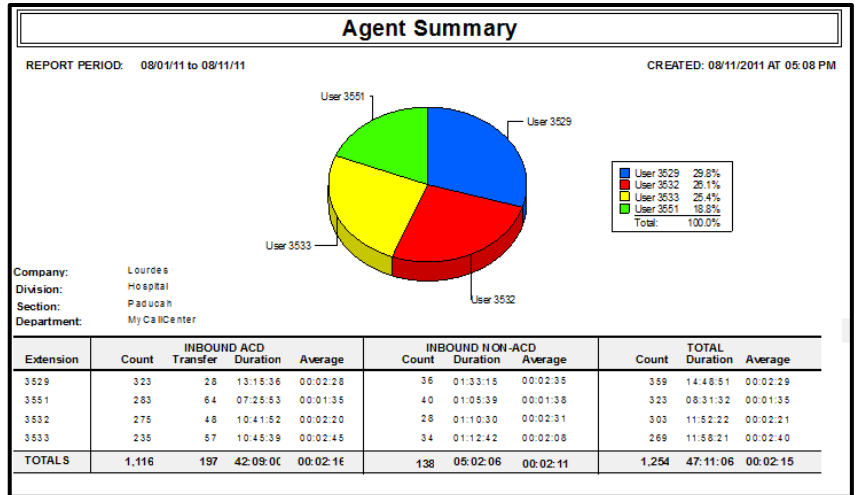


DATASHEET

Your callers' impressions of your hospital are shaped by their total experience, not just their interaction with a single operator. Spok Eclipse helps you report on the performance of your team to pinpoint trouble spots.

In fact, you can take the guesswork out of determining agent/operator performance and simplify cost allocation and billing procedures with a variety of customizable reports:

- DNIS bill-back
- Console call handling statistics
- Calculated abandonment statistics
- Shift reporting
- Multi-level hierarchy reporting
- Transfer call analysis
- Cradle-to-grave tracking



globalCallID	callId	origLegCallIdentifier	dateTimeOrigination	callingPartyNumber	origCause_value	destLegIdentifier	destNodeid	destSpan	destipAddr	originalCalledPartyNumber
14169432	40750464		1304427768	2183	0	40750467	2	0	744560138	4096
14169433	40750469		1304427769	2708167506	393216	40750472	2	0	224400906	5777
14169433	40750469	↔	1304427785	↔	↔	↔	↔	↔	↔	↔
14169433	40750469		1304427890	2708167506	16	40750762	2	0	727717386	2771
14169434	40750473		1304427771	2702107842	17	0	0	12	274732554	15675
14169434	40750473		1304427771	2702107842	0	40750486	2	12	274732554	15675
14169435	40750478		1304427769	20009	393216	40750486	2	12	274732554	15675
14169436	40750480		1304427770	2705541836	0	40750481	2	0	1784878602	3908
14169440	40750494		1304427776	2705197119	16	40750549	2	0	224400906	2165
14169441	40750497		1304427776	2702104704	16	40750583	2	0	224400906	2568
14169442	40750502		1304427778	20006	393216	40750506	2	0	789648650	15151
14169443	40750507		1304427780	3617	16	40750508	2	0	224400906	5130

