MiVoice Office Call Reporter Real-Time
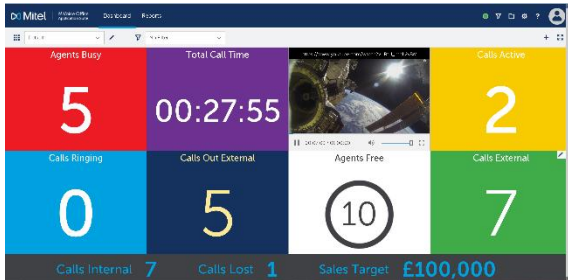
Live call and status management interface

MiVoice Office Application Suite provides two real-time reporting options for the MiVoice Office 250; Wallboard & Dashboard. Both are fully customizable and provide live call and status information.

Real-Time Wallboard

Designed for displaying live performance statistics on a screen to be viewed by multiple people, the wallboard provides a single view, which can be customized with one or more of the following tiles:

Single- Stat / Cycling Tiles

Add one of hundreds of available statistics to a tile that is updated in real-time. Multiple tiles can be added to a wallboard view to display system-wide stats or stats filtered for specific devices. Optionally, two statistics can be cycled through to maximize real-estate.

Media

Media tiles can be used to display promotional or corporate videos or images. Videos and images can be uploaded and then displayed one or more wallboards.

Ticker

A ticker allows up to 20 statistics to be continuously looped. In addition to the available statistics, manually configured messages can be added to the ticker.


Alarms

All statistic based tiles have configurable alarms where thresholds can be configured to flash tiles, change color, play a sound or make a tile full screen. By using multiple alarms on a single tile, a traffic light based system can be configured where the color of the tile changes as the statistic goes through multiple thresholds.

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Real-Time Dashboard

A supervisor's tool to track system and user performance in real-time. Users can customize views with a range of tiles to monitor different business areas or departments.

Multiple Views

Dashboard users can create multiple views with a customizable collection of tiles. Each view can be used to monitor a different area or aspect of the business.
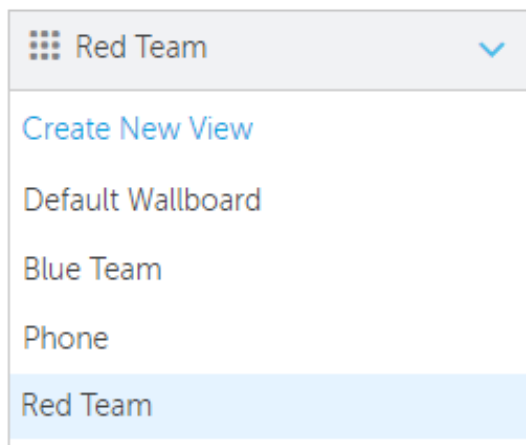
Multi-Statistic Tiles

Multi-stat tiles can be used to display many pieces of information in the same window. Stats can be displayed in a list, cycled through or in a primary/secondary statistic format.
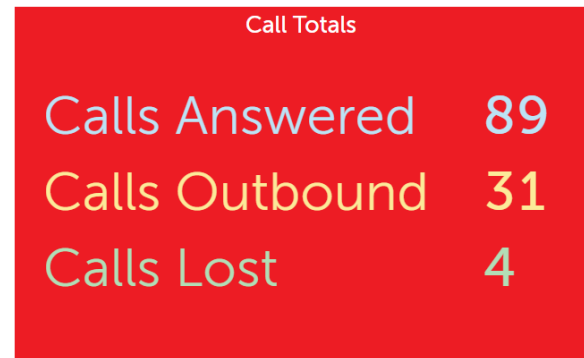

Grids

Grid tiles provide status and summarized information about different devices on the telephone system. Grids are available to display the status of extensions, agents*, trunks and calls on the system

* Requires ACD Reporter licenses

Call & Status Control

Through the grid tiles, dashboard users have call and status control over devices on the system. Do-not-disturb and ACD status* can be controlled centrally, with the flexibility to log agents in/out of specific states. Users can make calls, clear call or move calls to new devices.
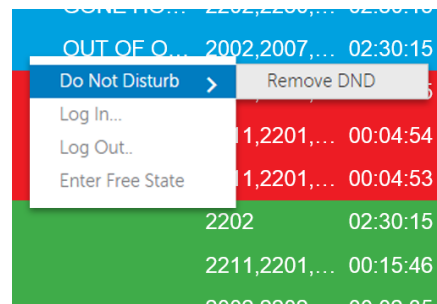
Key Benefits

- Web Based – No client-side installation required
- Multi-platform – Access from Windows, Mac or Tablet/Phone
- Make real-time decisions based on live statistics
- Use alarms to gain attention when performance metrics fall below a required threshold

Key Real-Time Features

- Live statistics
- Audible and visual alerts
- Fully customizable views
- Concurrent user based licensing
- Flexible layout options for tiles
- Display corporate or promotional videos
- Add custom messages or targets to tiles
- Track service levels or target progress with a gauge display

Additional Dashboard Features

- Access to multiple views that can be switched between
- See individual extension, call & trunk status on the available grids
- Call control; make calls, clear calls down or move calls between devices
- Status control; change do-not-disturb and/or agent status (requires ACD Reporter licenses)

Optional Licensing

DND Reporter

System-wide license required to store, process and report on do-not-disturb events. Once licensed, DND totals/times can be added to any statistic tile and summarized data can be added to extension grids.

ACD Reporter

A per agent license required to store, process and report on ACD status events. Once licensed, time in status/on duty and other ACD related statistics are available as well as the agent based grid. In addition, ACD status can be controlled by the user.

External Data Sources

A system-wide license that provides access to pull statistics from a ODBC or OLE DB compliant database. Using an external data sources, other key performance indicators can be added to the Wallboard/Dashboard and displayed alongside call and status statistics.

Client PC Requirements

- CPU: Intel Atom x5-Z8330 or better
- Memory: Minimum 2GB, Recommended 4 GB
- Network: IPv4 100Mb/1Gb LAN
- Hard Disk: Minimum 32 GB free space
- Video: Minimum DirectX v9 compatible graphics card with 120MB RAM
- Browser: Chrome or Firefox

Table/Mobile Requirements

- iPad 5 or later
- iPhone 5s or later

MiVoice Office Application Suite Requirements

Each concurrent real-time user adds additional CPU & memory load on the server. Please refer to the technical manual for real-time server requirements to ensure the application suite can support the required number of real-time clients.

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