

Power up your Contact Center!

DISTRI-Q release³



Key Features

- **Visual call control**
See, qualify, handle and keep track of all your calls on the screen, past and present
- **Real-time visibility of colleagues**
Who is available, are they on the phone and if they are on the phone to who are they talking
- **Quick call transfer**
Avoid unnecessary wait time, just drag and drop your calls
- **CTI toolbar**
Complete and easy to use for a complete use of all the telephony features you might need

screenshot

The screenshot displays a software interface for call center management. At the top, there is a 'Supervised Calls' section with a table showing call details:

Wait Time	Time in WR
01:03	00:41
00:53	00:35

Below this is a 'Personal WaitingRoom' section with a table for 'My Room':

Wait Time	Time in WR	Postit
01:02	00:13	

At the bottom, there is a 'General WaitingRooms' section with 'INCOMING CALLS' and 'INTERNAL CALLS' tables. The 'INCOMING CALLS' table shows:

Wait	Time in WR	Called	Name	First	C
00:	00:49	SA	TEST DDM	Kar	7

The interface also includes a toolbar with buttons for 'Up', 'Hold', 'Transfer', 'Confer...', 'Dossier', and 'Follow...'. A list of agents is visible on the left, including 'PARM1 [1] Freddy Wilton', 'AMU [2]', and 'PERINAT [0]'.

- **Business application integration**
Easy and proven integration to your business applications
- **Call logging**
Keep track of your calls inbound, outbound and missed
- **Genesys environment**
Take full advantage of Genesys environment: extensive high quality statistics and management information. Complex call routing and distribution with centralized administration
- **Customize**
Appearance, colors, sizes and sounds are all configurable
- **Easy to learn**
Short learning curve, intuitive use

So, what is new?

new icon



New Features

- **Extended docking manager**
Allowing you to organize the applications main functions according to your needs
- **New icons and visual style**
A more unified look and feel, still the possibility to customize to your personal taste
- **Supervisor message broadcast**
Inform agents about events happening
- **CTI toolbar available in two modes**
Line layout or panel layout for active calls
- **New phonebook feature**
Store all your contacts with up to 3 phone numbers, with easy filtering and search functionality
- **Chat functionality**
Direct between agents or waiting room chat for all agents seeing the waiting room
- **Geolocation feature**
See the address of your contacts using Google maps
- **CDR module**
Gives a global list of all calls, and details of all events related to a specific call
- **Extended call tracking**
See a list of agents currently on call, and follow-up in a single overview all calls that you put in any waiting room

Room	
[1]	1 0 0
Time in WR	00:29
Room Supervised Calls	
Rooms	
[2]	0 1 1
Time in WR	00:09
	00:22

More information



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