

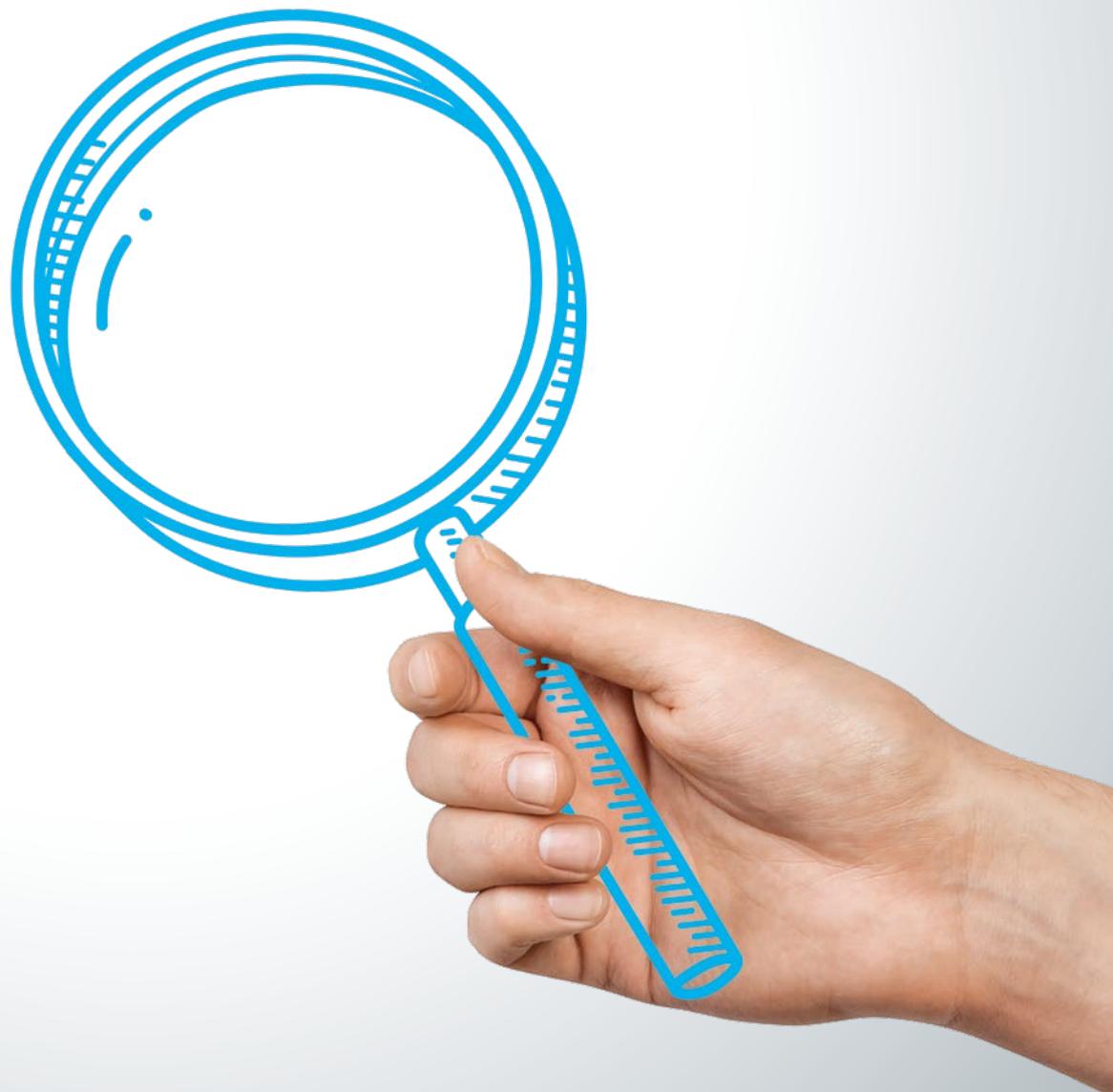
Monitoring Queues

The solution for powerful call centre performance management.

The new freedom in business communications.



NFON
Cloud Telephone System



Powerful. Intuitive. Comprehensive.

Performance monitoring and reporting for call centres.

Monitoring Queues gives you in-depth insights into the performance of service teams and campaigns. With fully customisable wallboards and up to 180 built-in performance KPIs, you can quickly address performance, optimise team efficiency and deliver even more value to your customers.

Monitoring Queues provides:

- powerful, actionable insights based on up to 180 built-in contact centre KPIs.
- customisable reporting wallboards that speed up performance analyses.
- report sharing across multiple screens.
- scalability to support from five up to thousands of live agents.
- accessible and predictable, per-agent pricing.
- trusted, secure reporting from our Swiss technology partner, Loway.

Actionable insights based on powerful reporting.

Monitoring Queues provides actionable insights based on up to 180 built-in contact centre KPIs, from taken and lost calls to connection attempts, agent sessions and outcomes. With powerful and comprehensive reports, you can identify the root causes of poor performance and take immediate actions to fix them.

Robust reporting with intuitive, customisable wallboards.

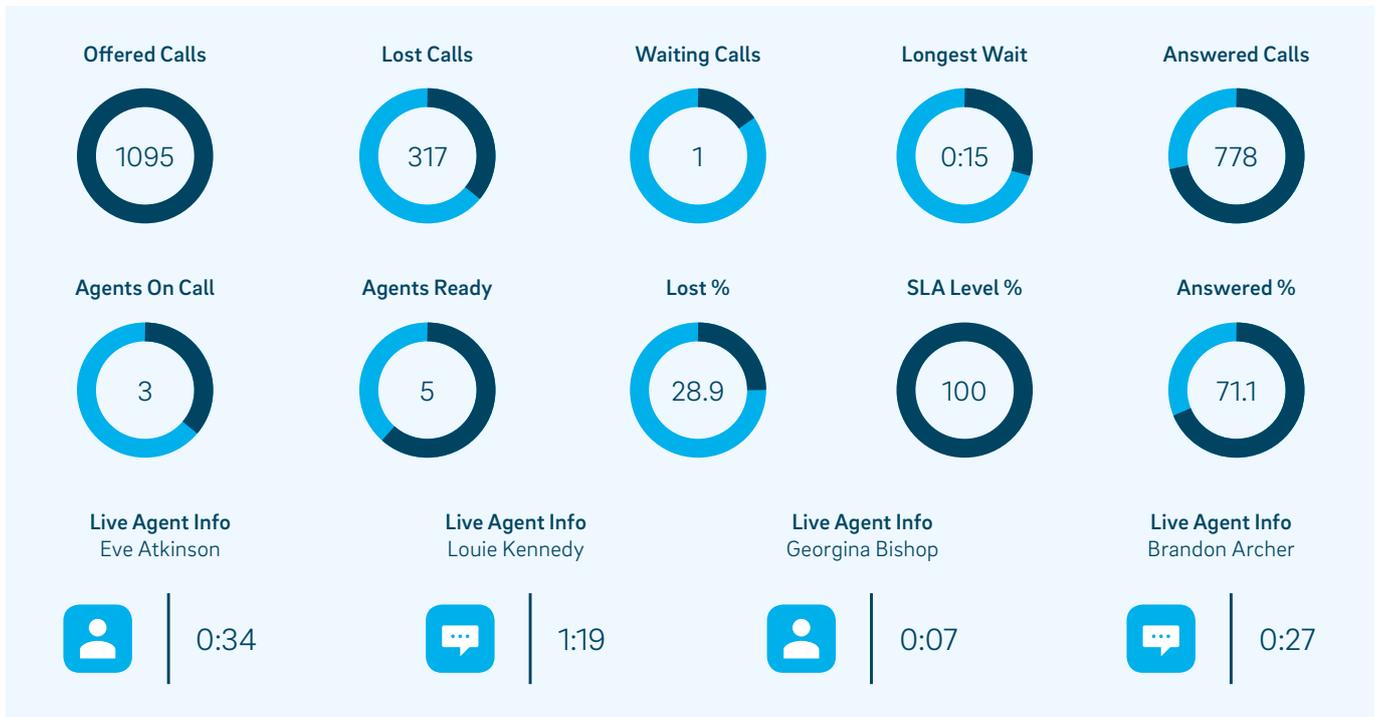
Our solution provides drag-and-drop tools for creating any number of custom reporting wallboards. These reports highlight KPIs at a glance, enabling you to save time and focus on actions that improve efficiency and enhance customer interactions.

Easy-to-share performance reports.

Monitoring Queues includes a 'kiosk mode', which enables the simultaneous sharing of wallboards, across multiple screens. The kiosk mode feature supports a truly collaborative approach to identifying and resolving performance issues.

Scalability to support up to thousands of agents.

Monitoring Queues is delivered as a cloud service, enabling you to quickly scale up as your business grows. This means you can start small and expand to hundreds – even thousands! – of live agents as your needs change.



Predictable per-agent pricing.

Our predictable per-agent pricing model helps you manage your reporting budget more accurately, with no unwanted surprises. Pricing is adjustable and controllable: pay more when you add agents, and pay less when you need to scale back.

Real-time view of calls, queues and outbound campaigns.

Nmonitoring Queues provides a live view of calls, queues and outbound campaigns. This enables you to identify and address performance issues in real time, helping you improve efficiency, bringing immediate value to your customers.

Differentiated views for agents, supervisors and admins.

Nmonitoring Queues gives individuals in your team the performance insights they need. Agents see reports for their own performance; supervisors see agent reports and departmental wallboards; and admins see agent and supervisor views, in addition to settings, planned jobs and management information.

Trusted, secure technology.

Developed by Swiss contact centre technology expert Loway, with in-depth attention to data integrity and consistency. Nmonitoring Queues is based on proven technology, which is trusted by thousands of contact centre operators worldwide.

Nmonitoring Queues at a Glance

- Efficient monitoring of live calls, queues and agents
- Comprehensive reporting service for Cloudya, the cloud telephone system from NFON
- Especially designed for small and medium-sized organisations
- Customisable wallboard views for faster performance analyses
- 'Kiosk mode' for sharing wallboards with teams, across multiple screens
- Hosted on secure, geo redundant, inland data centres in Germany

About NFON AG.

Headquartered in Munich, NFON AG is the only pan-European cloud PBX provider – counting more than 15,000 companies across 13 European countries as customers. With Cloudya, NFON offers an easy-to-use, independent and reliable solution for advanced cloud business communications. Further premium and industry solutions complete the portfolio in the field of cloud communications. With our intuitive communications solutions, we enable European companies to improve their work a little, every single day. NFON is the new freedom in business communications.



Cloud solution 'made in Germany'



High savings potential



Unlimited capacity



Intelligent functions



Easy to use



Network of local service partners

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