

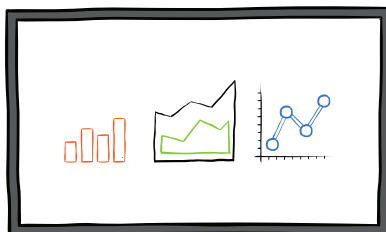
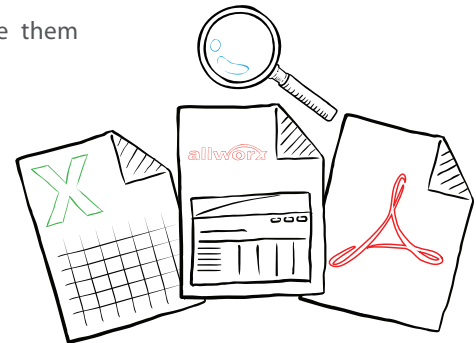
# Allworx® View™ and View ACD

## Beautiful Real-Time Dashboards and Historical Call Activity Reports

Make smart, data-driven business decisions from anywhere with Allworx View and View ACD. Allworx View delivers comprehensive historical call activity reports to help you track metrics that drive your business performance. For call center teams, Allworx View ACD provides easy-to-see graphical charts on customizable dashboards to help everyone stay on top of queue and agent stats in real time.

### Allworx View Highlights

- ✓ Create, save, and share call activity reports on demand or auto-schedule them for email distribution.
- ✓ ~~Choose~~ **Choose** six intuitive call activity report templates with advanced data filters.
- ✓ ~~Export~~ **Export** call activity reports to PDF or CSV files.
- ✓ ~~Access~~ **Access** reports and dashboards via any modern web browser on any device.
- ✓ ~~Track~~ **Track** activity data for single- or multi-site Allworx deployments.<sup>1</sup>
- ✓ ~~Manage~~ **Manage** information shown based on each user's permission level.



### Allworx View ACD Highlights (in addition to all of the View highlights!)

- ✓ Stay on top of queues and agent performance in real time.
- ✓ ~~Customize~~ **Customize** dashboard using intuitive graphical charts, adjustable font sizes, alarm display options, and more.
- ✓ ~~Create~~ **Create** dashboards as you need with full access control.

Allworx View and View ACD are sold as server-wide licenses and run on Windows Server 2008R2 or higher. They require System Software 7.7.5.5 or higher, but the most current System Software is recommended for optimal use of the latest features and enhancements. View ACD requires both Allworx ACD and View software license keys.

### Popular Uses



- ~~Track~~ **Track** background call volume by individual agents or employees.
- ~~Track~~ **Track** background call volume by geographic areas or time periods to identify customer trends.
- ~~Measure~~ **Measure** incoming calls from specific DIDs associated with advertising campaigns.
- ~~Identify~~ **Identify** staffing needs and areas to reduce telecom costs.
- ~~Project~~ **Project** agent metrics and statuses on a large monitor for call center agents and supervisors in their work area.
- ~~Analyze~~ **Analyze** Allworx system usage trends for further optimization.

1. track calls across multiple Allworx sites, Allworx systems need to be configured using Allworx Advanced Multi-Site, and each Allworx system requires a View (and View ACD, if using) software key(s).

Allworx View ACD Dashboard

See the Agent and Queue call activity trends using a variety of graphical formats, including Line, Column, Area, and Stacked Area charts. Use the Single Item widget to create an enlarged text or a dial graphic that represents a single queue or agent statistic. Lastly, quickly scan agent and queue statistics by adding a colored bar chart that corresponds to the pre-configured threshold alarm levels.



Call Detail Report

Customize the Call Detail report by selecting a specific date range, 19 filter parameters, and 13 data fields.

End Time	Terminator	Caller Name	Caller Number	Calling User	Audit PIN	DNIS Name	Abandoned	Called User
2/24/2015 11:19:04 AM	callee	Mike Zwick	1235	MZwick		Call Queue 1	False	JDiaz
2/24/2015 11:31:09 AM	callee	Mary Ellis	1287	MEllis		Call Queue 1	False	JDiaz
2/24/2015 11:33:15 AM	callee	Mike Zwick	1235	MZwick		Call Queue 1	False	JDiaz
2/24/2015 11:39:16 AM	caller	Jason Diaz	1217	JDiaz			True	
2/24/2015 11:39:37 AM	caller	Jason Diaz	1217	JDiaz			True	
2/24/2015 11:39:48 AM	callee	Jason Diaz	1217	JDiaz	11112		False	
2/24/2015 11:39:56 AM	callee	Jason Diaz	1217	JDiaz	11222		False	