



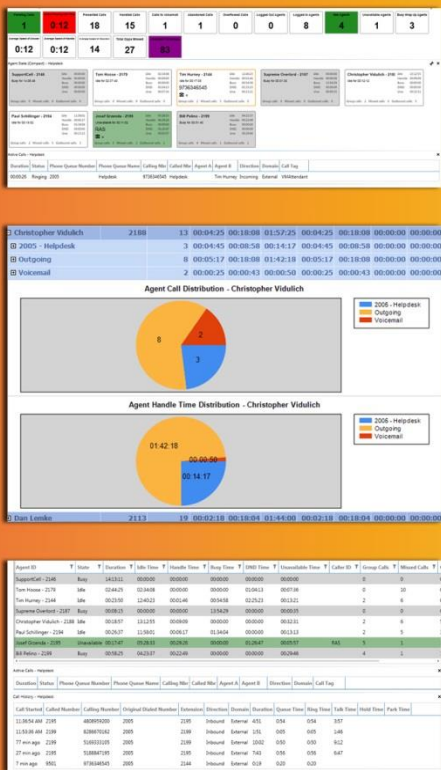
## Contact SWEET!

Maximize employee productivity and streamline all your customer interactions including voice, chat, and email, into one unified desktop interface. Comprehensive reports across all channels gives you the information you need, so you can focus on driving top line growth, while your agents focus on your most valuable asset – your customers!

### Features

### Benefits

- Live Views -**  
 Customizable, Real-time insight into queue, and agent activity.
- Real-Time Reporting -**  
 With drill-down capabilities, each report can be as specific or as broad as you choose. Schedule reports to be automatically emailed at specific times.
- SWEET! Alarms -**  
 Monitor critical areas, including answer time, call duration, number of calls in queue, and the duration of calls in queue, and more.
- Voice Recording -**  
 Record multiple users simultaneously, without straining phone system resources.
- Improve operational efficiency by knowing your peak communication times.**
- Identify trends to better serve your customer's needs and Improve customer satisfaction.**
- Reports and recordings allow for the creation of more in-depth training programs that set your agents up for success.**
- Maintain a constant vigilance over your contact center and proactively solve issues before they become problems.**



**DATEL's Contact SWEET! gives you the information to optimize business operations. Keep your finger on the pulse by accurately monitoring extension, agent and group activity. Record calls to better understand customer interactions. Whether you have just a handful of employees at a single site or thousands across multiple locations, DATEL has a solution for you.**

Pending Calls: **1**

Next Pending Call In: **0:12**

Presented Calls: **18**

Handled Calls: **15**

Calls to VoiceMail: **1**

Abandoned Calls: **1**

Overflowed Calls: **0**

Logged Out Agents: **0**

Logged In Agents: **8**

Idle Agents: **4**

Unavailable Agents: **1**

Busy Wrap Up Agents: **3**

Average Speed of Answer: **0:12**

Average Speed of Handle: **0:12**

Average Score of Answer: **14**

Total Opps Missed: **27**

Answering Percentage: **83**

Agent State (Compact) - Helpdesk

SupportCell - 2146	Teen Hoose - 2179	Tim Hurney - 2144	Supreme Overlord - 2187	Christopher Vidulich - 2188
Idle	Idle	Idle	Busy	Idle
0:00:00	02:34:08	12:40:23	00:00:00	13:12:55
00:00:00	00:00:00	00:01:46	00:00:00	00:00:00
00:00:00	00:00:00	00:54:58	13:54:29	00:00:00
00:00:00	01:04:13	02:25:23	00:00:00	00:00:00
00:00:00	00:00:00	00:13:21	00:00:00	00:00:00
00:00:00	00:00:00	00:00:35	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Active Calls - Helpdesk

Agent ID	State	Duration	Idle Time	Handle Time	Busy Time	DND Time	Unavailable Time	Caller ID	Group Calls	Missed Calls
SupportCell - 2146	Busy	14:13:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		0	0
Tom Hoose - 2179	Idle	02:44:25	02:34:08	00:00:00	00:00:00	01:04:13	00:07:36		0	10
Tim Hurney - 2144	Idle	00:23:50	12:40:23	00:01:46	00:54:58	02:25:23	00:13:21		2	6
Supreme Overlord - 2187	Busy	00:08:15	00:00:00	00:00:00	13:54:29	00:00:00	00:00:35		0	0
Christopher Vidulich - 2188	Idle	00:18:57	13:12:55	00:09:09	00:00:00	00:00:00	00:32:31		2	6
Paul Schillinger - 2194	Idle	00:26:37	11:58:01	00:06:17	01:34:04	00:00:00	00:13:13		2	5
Josef Graenda - 2195	Unavailable	00:17:47	05:28:33	00:29:26	00:00:00	01:26:47	00:05:57	RAS	5	1
Bill Palino - 2199	Busy	00:58:25	04:23:37	00:22:49	00:00:00	00:00:00	00:29:46		4	1

Active Calls - Helpdesk

Duration	Status	Phone Queue Number	Phone Queue Name	Calling Nbr	Called Nbr	Agent A	Agent B	Direction	Domain	Call Tag
00:00:25	Ringing	2005								

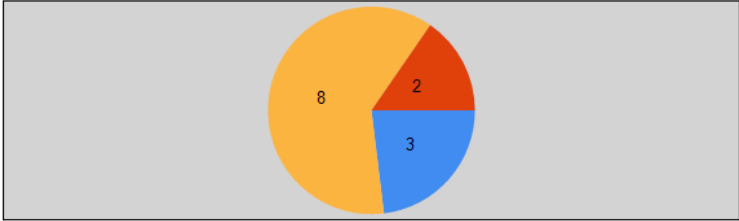
Call History - Helpdesk

Call Started	Called Number	Calling Number	Origin
11:36:54 AM	2195	4808959200	2005
11:53:36 AM	2199	8286670162	2005
77 min ago	2199	5169333105	2005
27 min ago	2195	5188847195	2005
7 min ago	9501	9736346545	2005

Christopher Vidulich

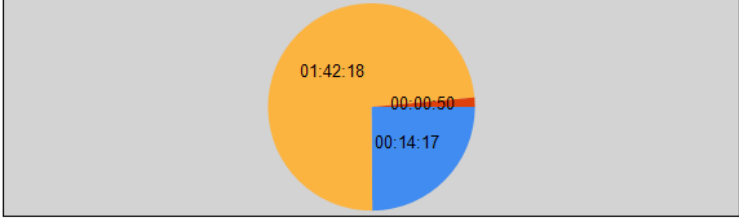
2005 - Helpdesk	Outgoing	Voicemail
13	8	2

Agent Call Distribution - Christopher Vidulich



Category	Count
2005 - Helpdesk	3
Outgoing	8
Voicemail	2

Agent Handle Time Distribution - Christopher Vidulich



Category	Handle Time
2005 - Helpdesk	00:14:17
Outgoing	01:42:18
Voicemail	00:00:50

## About DATEL

DATEL Software Solutions, LLC creates innovative, cost-effective contact center and call accounting applications. As a leading provider of integrated, multi-channel management tools, DATEL strives to enable organizations to best manage all of their customer interactions for small and mid-sized businesses to organizations on the enterprise level. For more information, please visit: [www.datel-group.com](http://www.datel-group.com)

System Requirements	Minimum Requirements	Notes
<b>Operating System</b>	<ul style="list-style-type: none"> <li>Windows Server 2008 or newer</li> <li>Hard Drive - 75 GB free space</li> <li>RAM - 8 GB</li> <li>Processor - Quad Core 3.0 GHz or higher</li> </ul>	<ul style="list-style-type: none"> <li>Must be fully updated</li> <li>Windows Server 2008 R2 is recommended</li> <li>Recommended to be installed on a non-system server</li> </ul>
<b>Server Details</b>	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2008 or newer (Express or Standard)</li> <li>.Net 4.5 Framework</li> </ul>	<ul style="list-style-type: none"> <li>Virtual servers are supported provided the instance being used meets the above requirements</li> <li>Requires a Static Private IP Address - End users will need to have network connectivity to the server</li> </ul>
<b>System Features</b>	<p>For complete system requirements and recommendations, please refer to the Contact SWEET! System Specs.</p> <ul style="list-style-type: none"> <li>With Auto Sync, agent information is immediately updated when it is changed in the phone system</li> </ul>	
<b>Real-Time Features</b>	<ul style="list-style-type: none"> <li>Customizable views to provide real-time views into agent and queue activity, as well as quick reports based on permissions</li> <li>Supervisors have live views of agent reason codes</li> <li>Queue monitoring shows all queue states and detailed information on calls in queue</li> <li>Visual and audible alarms for contact center activity that exceeds a set threshold, such as calls in queue or service level goals</li> </ul>	
<b>Reporting Features</b>	<ul style="list-style-type: none"> <li>Condensed reporting with drill-down capabilities for a simplified reporting experience</li> <li>Schedule PDF, CSV, HTML, Text or Excel reports to be sent out via email</li> <li>See abandoned call details including calling number and time in queue</li> </ul>	
<b>Optional Modules</b>	<ul style="list-style-type: none"> <li>Voice Recording</li> </ul>	

### Learn More

For more information please visit us on the web at: [www.datel-group.com](http://www.datel-group.com)