Queue**Metrics**

The Advanced Call Center Software Solution Suite for your Asterisk™ PBX.
Measure your targets, conversion rates and agent activities.
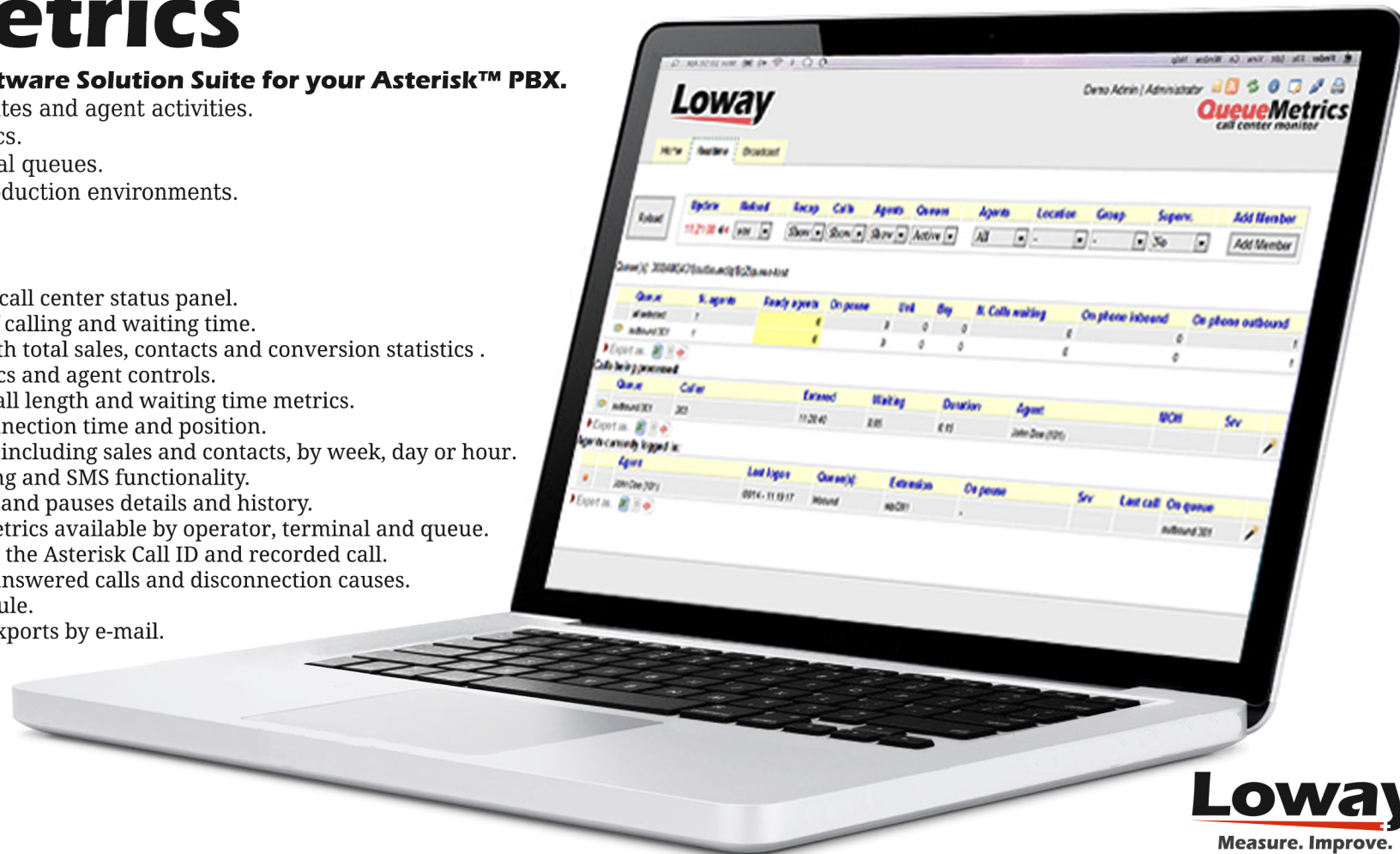Create accurate reports and statistics.
Set security and privacy on individual queues.
Support virtual and multi-tenant production environments.
Improve your business.

Features:
- Live administrator and supervisor call center status panel.
- Area code breakdowns inclusive of calling and waiting time.
- Agent billable and payable time with total sales, contacts and conversion statistics .
- Live agent page with queue statistics and agent controls.
- Total of answered calls including call length and waiting time metrics.
- Total unanswered calls with disconnection time and position.
- Complete call distribution statistic, including sales and contacts, by week, day or hour.
- Administrator message broadcasting and SMS functionality.
- Full agent availability with session and pauses details and history.
- Inbound ACD call attempts with metrics available by operator, terminal and queue.
- Detailed call information including the Asterisk Call ID and recorded call.
- Inclusive SLA of answered and unanswered calls and disconnection causes.
- Extensive Quality Assessment module.
- Send automated nightly PDF/XLS exports by e-mail.
- Hundreds of metrics computed.

Loway
Measure. Improve.

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