

# Contact Center Monitoring

## Real-Time & Historical Contact Center Monitoring, Reporting, Analysis & more...

### Do You Have the Right Tools to Manage Your Contact Center?

In today's world of Contact Centers, the importance of providing exceptional customer service can't be overstated. Effectively managing your Contact Center resources requires accurate and timely information that pinpoints how well calls have been handled and routed through your Contact Center. Until recently only larger Contact Centers could afford these reporting tools.

#### Welcome to Genesis Contact Center Manager!

Genesis Contact Center Manager is a very affordable, powerful and easy to use Contact Center performance reporting package for businesses of all sizes. Genesis Contact Center Manager (Genesis CCM) is a multi-site, multi-user system that takes the guesswork out of managing your Contact Center's activity and performance.

Genesis Contact Center Manager saves you time and money by providing you with the critical information you need to effectively manage your Contact Center's resources. With Genesis CCM you can evaluate the performance of your individual Contact Center Agents, Splits, Vector DNs and Trunk Groups with confidence. Staffing decisions can be made as well as decisions on how to improve training, performance and customer satisfaction. Use the historical data retained by Genesis CCM to identify trends and areas requiring improvement.

Genesis Contact Center Manager captures information from your phone system, consolidates and organizes it into concise, easy to understand management reports and graphs that can be displayed, printed or emailed. For maximum flexibility, reports can show hourly, daily, weekly or monthly totals.

#### Genesis CCM Real-Time Module

With the optional Real-Time module, Genesis Contact Center Manager also provides you with up-to-the-second statistics on your current call center performance. With CCM Real-Time you can quickly see if you are meeting your target service levels, how many calls are waiting in your queues, how many call takers are available, and more. These statistics can be displayed by any web-browser enabled device and the screen can be customized to show only the information you are most concerned with.



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Solutions Since 1984.

### Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

### Contact Us



Sales: 888-993-2288  
Support: 604-530-9348



sales@buygenesis.com  
support@buygenesis.com



[www.buygenesis.com](http://www.buygenesis.com)