

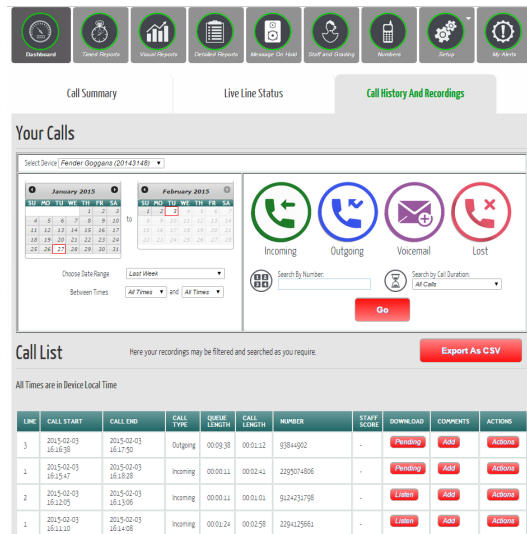


Call Tracker Cloud Services

Call Recording System & Cloud-Based Management

Call Tracker is a powerful and flexible business tool designed to enhance customer care, increase sales and aid operational efficiency.

When combined with our optional Cloud-Based Services, the Call Tracker becomes an irreplaceable business tool providing real-time information allowing the manager to react and fix issues as they occur, not simply read about them in historical reports after the fact.



Manage in the Present

Most tools created to manage your business tell you that you had a problem in the past through historical reports. Although historical reports can be helpful if the information is used to take corrective action, the damage caused by the problem was already done.

Call Tracker Cloud Services alerts you of issues as they are happening via SMS text messages so you can react NOW minimizing the cost on your business and allowing for immediate corrective action to be taken.

Real-time alert system informs you when:

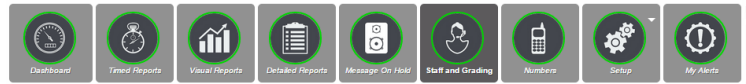
- ✓ Lost Call % Reaches Set Level
- ✓ Average Time to Answer Exceeds Threshold
- ✓ All Lines Busy for > Set Time Frame
- ✓ Outgoing Call for > 'x' seconds
- ✓ Number of Voicemail Messages exceeds 'x'
- ✓ Grade of Service drops below Set Level
- ✓ Call Tracker Lost Contact with Server
- ✓ Device Power Up Alert



Store 123:
Lost Calls %
threshold
exceeded

Cloud-Based Call Recording Storage & Management

Record Calls, Listen and Score Calls from anywhere with our cloud-based storage and optional call grading tools.



Dashboard | Timed Reports | My Alerts | Detailed Reports | Graphical Reports | Call Recordings | Setup

Fill In Form - Sales Call Form

Type The Name Of The New Agent:

Question 1: How was initial greeting/introduction? N/A 1 2 3 4 5

Question 2: Contact Info - Did they gather needed data? N/A yes no

Question 3: Qualification - did they qualify the caller? N/A yes no

Question 4: Product Overview - how was explanation of Benefits? N/A 1 2 3 4 5

Question 5: Referrals - Did they ask for other leads? N/A yes no

Question 6: Did they close the sale? N/A yes no

[Save Survey](#)

Your Staff | Grading Forms | **Grading Reports**

Grading Reports

Select Start and End Dates

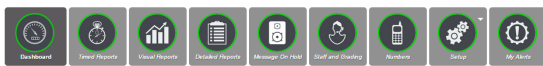
Select Agents

Choose Date Range:

Agent Score Over Time [Download](#)

Live Line Status & Recent Call Data

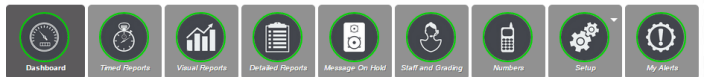
Management Information: Call Tracker records data such as how many calls are received per line, how long staff take to answer and how many calls are lost. This information enables clearer training, staffing and management decisions.



Call Summary | **Live Line Status** | Call History And Recordings

Here are your device statistics for the last 24 hour period. You can configure your required Grade of Service directly from this column.

LINE	LOST CALLS					INCOMING CALLS					OUTGOING CALLS	
	NUMBER	ANSWERED	AVERAGE LENGTH	AVERAGE ANSWER TIME (S)	GRADE OF SERVICE	NUMBER	AVERAGE LENGTH	NUMBER	AVERAGE LENGTH	NUMBER	AVERAGE LENGTH	
1	44	50	6	02m03s	00m08s	4	02m33s	2	02m47s	3	02m47s	
2		10	10	02m53s	00m29s							
3												
4		3	3	06m08s	00m28s			5	02m51s			
Total	44	63	19					12				



Call Summary | **Live Line Status** | Call History And Recordings

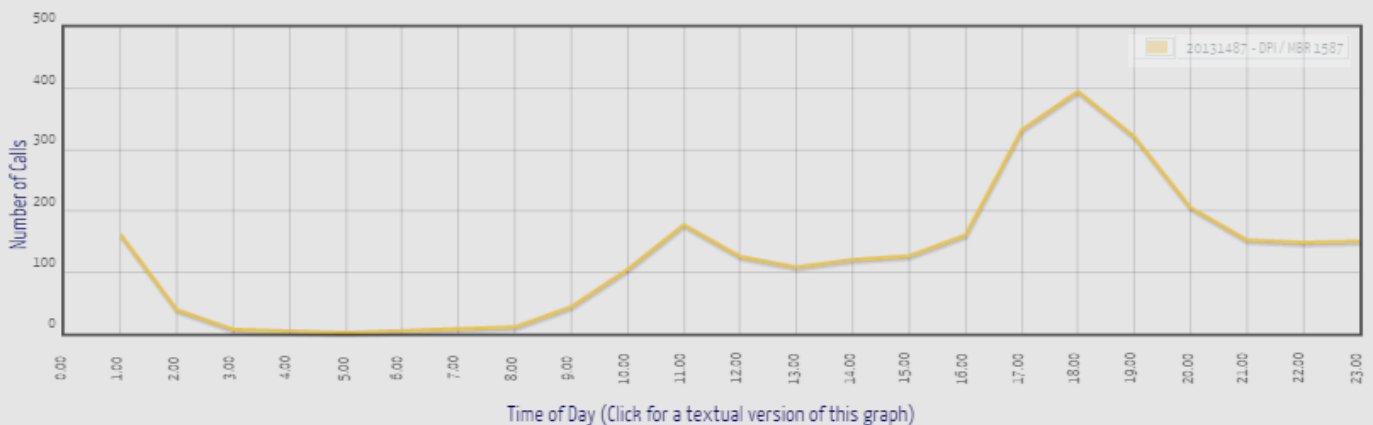
Live Line Status gives an up to the second report of exactly what is happening on each of your lines

DPI

LINE	STATUS	LINE STATUS	NUMBER	ANNOUNCEMENT
1	Incoming Call (13V)	com-98s	5732598418	HOLD MOH
2	Idle (51V)	Ready - Lunch Message Salad Sandwiches		

Historical Reports - Daily, Weekly & Monthly

Incoming Calls By Hour of Day from 23 Aug 2014 to 22 Sep 2014



Reports Available for Incoming, Outgoing, Lost Calls, Queue Length, Answered Call % and Voicemails Left. All Reports also available by Date or by Hour.

www.callrecordingsolutions.com

+44 (0) 1909 512 148

EUsales@irl-recording.com