

# CTArchitect Monitoring

Contact centre telephony.

Scripting.

Inbound & Outbound campaign management.

Monitoring & QA.

All within a single package.



# Introduction



CTArchitect is the perfect solution for inbound & outbound contact centres. From the very first conception of the inbound IVR project & corresponding agent routings, over live management and monitoring: all the functionality you need is crammed into a single solution, complete with all the necessary contact centre telephony equipment.

In this brochure, we'll focus on CTArchitect's monitoring functionality, specifically designed to cope with quality assurance for both inbound & outbound projects.

## Other available brochures:

- Outbound campaigns with CTArchitect
- Inbound campaigns with CTArchitect

# Control everything from within a single application



Be on top of everything at once.

Managing your contact centre using a single piece of software becomes possible thanks to CTArchitect's "Supervisor" application. When it comes to monitoring, the Supervisor application offers you a range of tools to check up on your projects & agents:

**Reporting:** Use the integrated reporting-module to create reports based on your contact centre's performance.

**Live monitoring:** Monitors using real-time data have been implemented throughout the application. Moreover, live data can be accessed using Supervisor's own API.

**See-in and listen-in:** Listen along with ongoing conversations, while looking at the operator's screen at the same time.

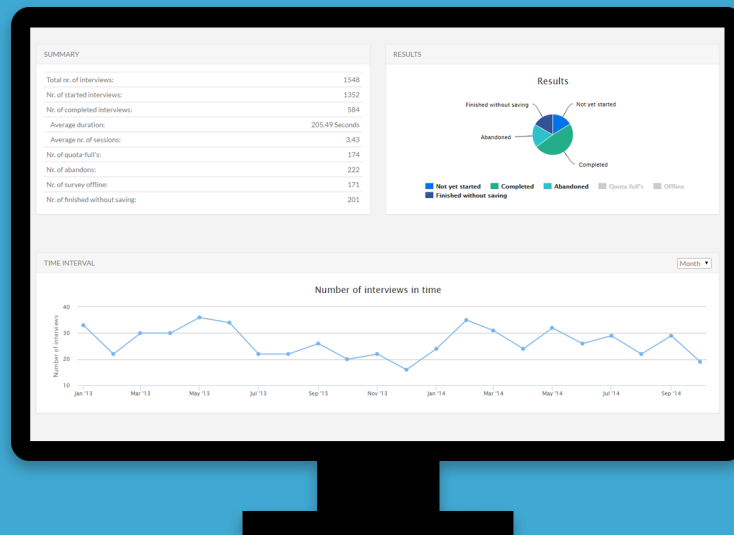
**Recording:** Start recording live during an agent's conversation, or listen to pre-registered recordings.

**On the go:** The remote see-in functionality even works on your tablet.

These options will be covered in detail on the next pages.

In case you are interested in reading about other Supervisor functionality: please consult our *CTArchitect Inbound* & *CTArchitect Outbound* brochures.

# Harness the power of data



## Data, Reporting & live monitoring

Turning raw data into actionable results has become more important than ever. This is why you will welcome CTArchitect's open & flexible data architecture with open arms:

**We log everything** that happens on the platform and save it in CTArchitect's database, based on Microsoft SQL Server technology.

**Easy retrieval:** Every call receives a unique ID, making it very easy to search for any kind of information related to certain conversations.

**Easily accessible:** the Supervisor application features a range of integrated standard reports, but offers you the possibility to create your own reports as well: the raw data can be accessed using SSRS or Crystal Dynamics reporting engines.

**Live monitors:** Reports are fine, but you'll want to monitor your contact centre's status using live data as well. This is why we integrated several live monitors into Supervisor: queue & SLA monitors to check up on your inbound traffic, several monitors to check up on your outbound project's progress, an alarm system to warn you in case anything goes wrong, and so on.

**Live dashboards:** Our Supervisor API allows you to build your own online dashboards without any restriction: the API's flexibility paves the way for virtually unlimited possibilities, both in terms of visual layout and functionality.

**Integrated restriction** module makes it impossible for people to create reports based on data they are not allowed to see/consult.



# Listen to the **voice** behind the data

## Integrated call recording

Opting for CTArchitect's integrated recording module provides you with a clear number of advantages, especially when compared to stand-alone alternatives:

**Easy retrieval:** Since each recording is tagged with the same unique ID that is used in the platform's statistics, retrieving a specific recording is very easy.

**Start/stop:** Using specific triggers in your callscript, only special parts of a conversation can be recorded (eg. only record the part of the conversation where the actual sale happens).

**Supervisor:** Quickly decide to record a specific conversation by simply clicking on the conversation overview in the Supervisor application. This could then be used during agent feedback/coaching sessions.

**Agent:** As recording rights can be enabled into the agent application, certain agents can be allowed to quickly start recording the ongoing conversation, using a special button in the Agent client software.

**Conversation recording:** integrated recording allows for CTArchitect to see different recordings as a single "conversation" - eg: an outbound call that is finished in multiple stages (someone leaving mid-call, or being called back after making an appointment earlier) will be treated as a single recording, saving you precious time looking for different files.





# Keep control from all over the world

## Remote see-in and listen-in

Next to analysing reports & recording all conversations, we have two more tricks up our sleeve when it comes to agent monitoring: remote see-in and listen-in.

**See everything:** CTArchitects see-in functionality not only lets you follow the agent's actions when talking on the phone, but gives you a remote view of the complete agent desktop as well.

**Hear everything:** Our listen-in feature allows you to listen along with any conversation you want. If needed, there is a possibility to interrupt the agent - you can even choose if the other caller can hear you or not.

**Take action:** Don't like what you see/hear? Use the integrated messaging system to notify the agent during a conversation, or quickly start recording a particular part of the session. This recording can then be used during coaching moments.

**Do it everywhere:** Both see-in and listen-in features are easily accessible using the Supervisor application. Are you travelling without a laptop? Use your tablet to start up a remote-see in session by logging onto the Online Supervisor. Are you resting out on the beach with no wi-fi antenna in sight? No problem: it's even possible to activate a remote listen-in session using a regular telephone, thanks to CTArchitects IVR listen-in feature.

Rest assured: with CTArchitect, you will always be in control of *everything*.



# About MyForce

MyForce is a Belgian company, with its headquarters located in Merelbeke (near Ghent). While the firm's roots go back to 1991, the company as it is known today was established officially in 2002 after a management buyout.

Ever since 2002, the company's mission has remained the same: Providing the enterprise market with high-end, innovative ICT-solutions based on a combination of self-developed and third-party products. In order to attain this goal, everything that happens at MyForce is based on three basic principles:

Flexibility, Service and Dedication.

These values can be found in everything we do, such as the openness of our tools, our well-known support service, or the continued focus & specialisation field we operate in (contact centre & market research ICT solutions).

CTArchitect, MyForce's main offering, is used by thousands of users every day, spread across 14 countries.



# Contact

Questions about CTArchitect?  
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