



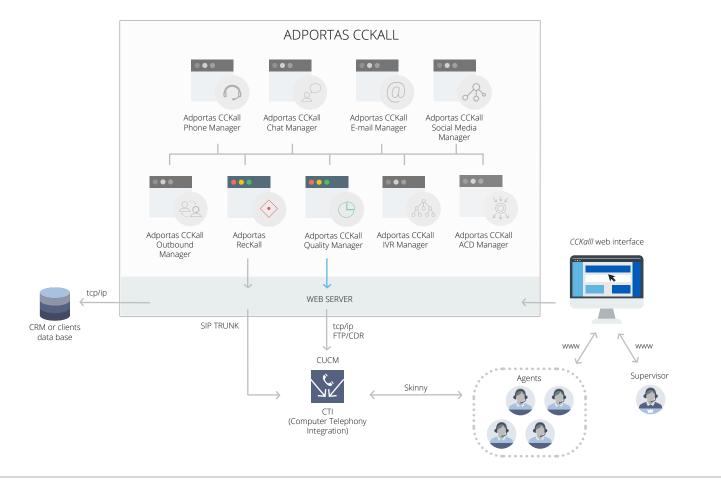
1. Description.

Adportas CCKall Quality Manager is a quality of service manager that controls and analyzes contactability rates for customer service groups within the contact center environment, providing options for proactive and corrective actions according to the data collected by monitoring tools such as reports based on skill comparisons for each agent and group, performance dashboards divided by *KPIs* (performance indicators), as well as service quality levels for calls, e-mails, chats and social network posts received by logged agents in the *Adportas CCKall IP Contact Center*.

Using *CDR* files (call details registers) extracted via *FTP* from *Cisco CUCM* (*Cisco Unified Communications Manager*), *Adportas CCKall Quality Manager* delivers service quality statistics in real time for each phone call, including performance analysis for each agent. It also generates monitoring alerts when a predefined *KPI* limit has been exceeded, the results of which can be downloaded as an *Excel* file.

Optionally, *Adportas CCKall Quality Manager* can be integrated to the *Adportas RecKall Active Recording* voice and screen recorder, an integral solution for recording voice and screen activity for phone calls, compressing generated files using .OGG *CODEC* for maximum disk optimization. Using the *Adportas CCKall* supervision web interface it is possible to search for audio and video files using filters such as Counterpart *ANI*, extension, type of call, date, duration and metadata.

# 2. Adportas CCKall Quality Manager architecture.



# 3. Adportas CCKall Quality Manager main functionalities.

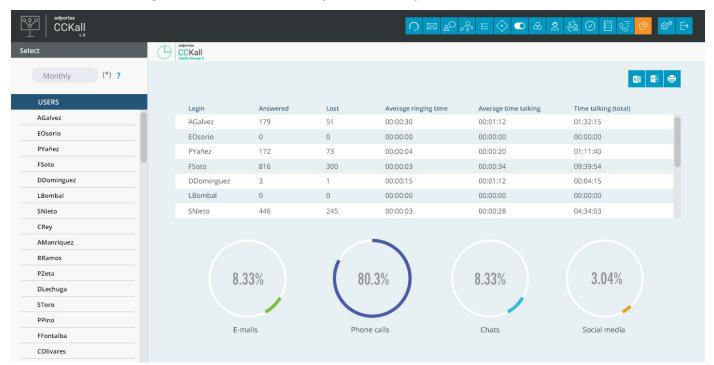
## 3.1 Quality indicators.

These indicate number of phone calls, e-mails, chats and social media posts received, answered, pending, transferred and abandoned.

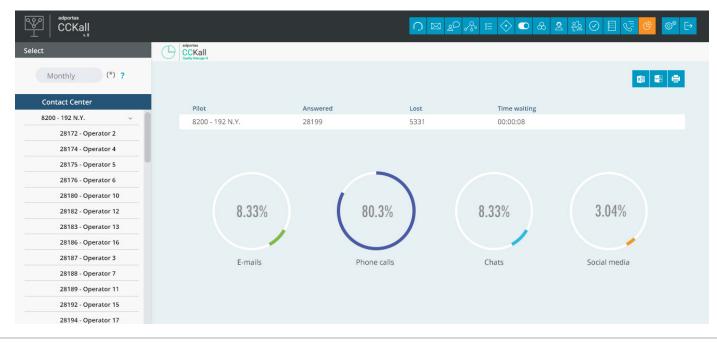
## 3.2 Dashboards.

The supervisor web interface offers dashboards with real time KPIs for both agents and assistance groups, per channel.

## Multichannel monitoring dashboard view from the Adportas CCKall supervisor web interface.



## Supervisor web interface view with real time dashboard, per channel.





Supervisor web interface view with real time activity, per group.



## 3.3 KPI alerts.

Alerts are displayed when agents and assistance groups exceed KPIs preconfigured values for a fast and adequate solution.

## 3.4 Reports.

Generates complete reports on login / logouts, lunch times, missed queued calls, assistance group calls, e-mails, chats and social network posts, all downloadable as *Excel* or *PDF* files.

#### Login / logout report and downloadable Excel file.

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rch filter	N°	User	Extension		Login		Logout		Total	
Registers per page	1	mtfevriel	204805	2017-0	1-11 08:44:33.86864	46				
50 🗸	2	LHurtado	204807	2017-0	1-11 08:16:10.2012	14				
	3	Despacho01	204800	2017-0	1-11 08:08:30.67491	2				
Mode login 🗸	4	LHurtado	204806	2017-0	1-11 08:04:13.27956	7	2017-01-11 08:15:06.5	681263	0:10:53	
5	5	LBerguno	204810	2017-0	1-11 08:03:13.00574	14				
Pilot (*)	6	JQuiroz	204811	2017-0	1-11 08:02:42.31493	21				
8200 🗸	7	mtfevriel	204803	2017-0	1-11 08:01:38.65755	2	2017-01-11 08:43:44.4	09121	0:42:05	
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	9	SJimenez	204807		1-10 20:15:42.9089		2017-01-11 08:15:22.8		11:59:39	
All	10	EVelasquez	204810		1-10 20:13:49.0637		2017-01-11 08:01:05.5		11:47:16	
User name	11	MSalas	204804		1-10 20:05:13.6490		2017-01-11 08:02:18.9		11:57:05	
	12	CManriquez	204808		1-10 20:00:36.4666		2017-01-11 08:02:35.9		12:01:59	
Turn	13	MCampusano	204809		1-10 19:59:52.4214		2017-01-11 08:01:49.2		12:01:56	
	14	JLopez	204802		1-10 19:59:28.9582		2017-01-11 08:00:46.7		12:01:17	
Select V	15	MCabrera ZGamboa	204810 204805		1-10 19:23:54.8487 1-10 19:15:36.8090		2017-01-10 19:58:39.4 2017-01-11 08:42:54.8		0:34:44	
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10/01/2017 00:00:00	18	MCardenas	204805		1-10 13:47:09.6843		2017-01-10 15:27:09.0		1:39:59	
Linell does	19	VGutierrez	204804		1-10 08:08:52 8831		2017-01-10 19:55:32.6		11:46:39	
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				7	JQuiroz		2017-01-11 08:02:42.314921			
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				9	mtfevriel	204811	2017-01-10 21:36:27.670993	2017-01-11 07:45	5:30.845212	10:09
				10	SJimenez	204807	2017-01-10 20:15:42.908946	2017-01-11 08:15	5:22.848351	11:59
				11	EVelasquez	204810	2017-01-10 20:13:49.063798	2017-01-11 08:01	1:05.595068	11:47
				12	MSalas	204804	2017-01-10 20:05:13.649045	2017-01-11 08:02	18.944277	11:57
				13	CManriquez	204808	2017-01-10 20:00:36.466621	2017-01-11 08:02	2:35.944666	12:01
				14	MCampusano	204809	2017-01-10 19:59:52.421477	2017-01-11 08:01	1:49.267969	12:01
				15	JLopez	204802	2017-01-10 19:59:28.958274	2017-01-11 08:00	):46.725111	12:01
				16	MCabrera		2017-01-10 19:23:54.848776			
				17						

# adportas CCKall Quality Manager 8

Data report for assistance group phone calls and downloadable Excel file.

earch filter											
egisters per page				1110			8-1-1-	P	Para Indiana		
	Nº Id Extensió	n Login	Contraparte	Ultima redirección	Número Final	Traducido	Estado Extension	Estado Ultima redirección	Estado Número Final	Tipo Fech	a Inicio Duración Rir
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	2 1231484 204803	Despacho02	9222286696	8200	204803	las condes	derivada	derivada	contestada	entrante 11/10/2	016 23:57:44 00:00:02 1
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200	6 1231480 204806	AValderrama	9973014551	8200	204806	la florida	derivada	derivada	abandonada	entrante 11/10/2	016 23:51:29 00:00:00 0
tension (*)	7 1231479 204803	Despacho02	9950770385	8200	204803	la pintana	derivada	derivada	contestada	entrante 11/10/2	016 23:48:42 00:00:03 1
	8 1231477 204806	AValderrama	204806				abandonada			anexos 11/10/2	016 23:46:21 00:00:00 0
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er name	10 1231475 204803	Despacho02	9981996688	8200	204803	providencia	derivada	derivada	contestada	entrante 11/10/2	016 23:45:08 00:00:53 0
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rn	12 1231473 204806	AValderrama	9998317778	8200	204806	cerro navia	derivada	derivada	contestada	entrante 11/10/2	016 23:44:01 00:00:03 2
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m date	15 1231471 204808	Perez	9979002095	8200	204808	lampa	derivada	derivada	abandonada	entrante 11/10/2	016 23:41:37 00:00:00 0
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2	1231485	204810	JGomez	204810			abandona	anexos	2016-10-1	23:57:55	0	0
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4	1231483	204808	IPerez	9974796769	8200	204808	derivada derivada	contestad entrante	2016-10-1	23:52:27	62	0
5	1231481	204806	AValderrama	204806			abandona	anexos	2016-10-1	23:51:37	0	0
6	1231482	204807	MjBozanes	9958740416	8200	204807	derivada derivada	contestad entrante	2016-10-1	23:51:34	7	0
7	1231480	204806	AValderrama	9973014551	8200	204806	derivada derivada	abandona entrante	2016-10-1	23:51:29	0	0
8	1231479	204803	Despacho02	9950770385	8200	204803	derivada derivada	contestad entrante	2016-10-1	23:48:42	3	1
9	1231477	204806	AValderrama	204806			abandona	anexos	2016-10-1	23:46:21	0	0
LO	1231476	204806	AValderrama	9973048982	8200	204806	derivada derivada	abandona entrante	2016-10-1	23:46:15	0	0
11	1231475	204803	Despacho02	9981996688	8200	204803	derivada derivada	contestad entrante	2016-10-1	23:45:08	53	0
12	1231474	204808	IPerez	9222960550	8200	204808	derivada derivada	abandona entrante	2016-10-1	23:45:05	0	1
13	1231473	204806	AValderrama	9998317778	8200	204806	derivada derivada	contestad entrante	2016-10-1	23:44:01	3	2
14	1231478	204807	MjBozanes	9965030639	8200	204807	derivada derivada	contestad entrante	2016-10-1	23:43:18	223	1
15	1231472	204803	Despacho02	9977829337	8200	204803	derivada derivada	contestad entrante	2016-10-1	23:42:40	11	1
16	1231471	204808	IPerez	9979002095	8200	204808	derivada derivada	abandona entrante	2016-10-1	23:41:37	0	0
17	1231470	204806	AValderrama	9989385924	8200	204806	derivada derivada	contestad entrante	2016-10-1	23:39:26	2	1
18	1231469	204807	MjBozanes	9968483233	8200	204807	derivada derivada	contestad entrante	2016-10-1	23:39:18	6	0
19	1231468	204803	Despacho02	9225163498	8200	204803	derivada derivada	abandona entrante	2016-10-1	23:38:40	0	2
20	1231467	204808	IPerez	9990679843	8200	204808	derivada derivada	contestad entrante	2016-10-1	23:38:13	10	0
21	1231465	204807	MjBozanes	9990679843	8200	204807	derivada derivada	contestad entrante	2016-10-1	23:37:40	7	1
22	1231463	204803	Despacho02	204803			abandona	anexos	2016-10-1	23:37:23	0	0
23	1231462	204803	Despacho02	9973209345	8200	204803	derivada derivada	abandona entrante	2016-10-1	23:37:19	0	0
24	1231466	204806	AValderrama	9229223546	8200	204806	derivada derivada	contestad entrante	2016-10-1	23:37:13	39	1
25	1231464	204810	JGomez	9979213259	8200	204810	derivada derivada	contestad entrante	2016-10-1	23:37:02	35	1
26	1231461	204808	IDoro7	9967588718	8200	204808	derivada derivada	contestad entrante	2016-10-1	23-35-26	5	0

View of consolidated totals for supervision.

· Supervision indicators:

		○ ≥ ☆ ○ ◇ ▲ ≥ ☆ ৫ ⊘	A 🗏 🤤 🧿 🗢 🔮 💣 E
earch filter	CCKall		
Report Supervision report	INDICATORS		
Pilot		Supervision report	
1005 🗸		Item	Quantity
User		Transfered / supervision (23742)	0
User		Transfered / gestion (22829)	0
All 🗸		Transfered & Answered M Regulator 1 (231242)	0
		Transfered & Answered M Regulator 2 (231243) Out M Regulator 1 (231235)	0
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Turn 1 08:00:00 - 20:00:00 🗸			Ū.
From date			
24/08/2017 11:15			
Until date			
24/08/2017 11:15			

## · Call indicators:

CCKall		<mark>) ⊠ 2 &amp; ⊙ ⊙ &amp; 2 </mark> 2	S 🛛 🖞 🗟 😨 🗿 🕲 💣 🖻
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Report			
Supervision report	INDICATORS		
Pilot		Call report	
1005 🗸		Item	Total
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Jser		Answered calls	0
All		Lost calls	0
740		Abandoned calls	0
Turn		Abandoned Calls > 10 seg	0
		Average time (Abandoned)	0:00:00
Turno 1 08:00:00 - 20:00:00 🗸		Service quality	0
		Care quality	0
rom date			
24/08/2017 11:15			
Until date			
24/08/2017 11:15			

## 3.5 Voice recording.

Adportas RecKall Active Recording is an integral phone call active recording solution for *Cisco IP* telephony, where a *Cisco IP* telephony terminal interacts with incoming, outgoing, internal and public network calls, permanently or on-demand. Adportas RecKall offers optional encryption for recorded calls and at the moment of storing these as audio files.

Using an application installed in the contact center agent's PC, *Adportas RecKall* makes a video recording of the screen activity during a telephone call, synchronizing the resulting video and audio files for later reproduction.

The *Adportas CCKall* supervision web interface allows searching for recorded files using filters such as counterpart *ANI*, extension, type of call, date, duration and metadata. These files may be reproduced from the integrated playback engine in the *Adportas CCKall Quality Manager* supervision interface.

	dportas CCKall v.s								O ⊠	1 <u>2</u> 0 %	E 📀 🖸	D & 2		₫ 🤄	··· (	<b>)</b>	©° [→
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Q Recording	s search		RE	G. N°	EXT.	COUNTERPART	TYPE	DATE	BEGINNING	ENDING	DURATION	DESCRIPTION	LISTENED	TAG	A	UDIO	VIDEO
Registration			53	4746	5018	985284530	Ť	17/04/2017	18:25:46	18:25:52	00:00:05	home	$\checkmark$	$\bigtriangledown$	.↓	d)	.↓
number			53	84747	5701	635246246	1	17/04/2017	17:52:48	17:52:58	00:00:10	home	-		4	4	4
Extension	All Y		53	4748	5708	474573575	Ť	17/04/2017	17:51:25	17:52:05	00:00:39	home	$\checkmark$	$\bigtriangledown$	.↓	5	↓
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duration			53	4754	5701	635246246	¥	17/04/2017	16:37:17	16:38:26	00:01:09	home			.↓	d)	4
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Description	Home v		53	4756	5701	73573	Ŧ	17/04/2017	16:38:29	16:42:55	00:04:26	home	-		4	d)	↓
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## Integration with Adportas RecKall view.

## 3.6 Post service survey.

The post-service survey may be configured with various types of questions and answers, providing supervisors with a cleaner view of the replies generated for later application of search filters and generating a report in *Excel* format.

Prom (*)       Image: Constraint of the set of t	earch filter	adportas CCKall Quality Managar 8						
Unit (*)       1       02/12/2016       13:30         14/07/2016       ?       536       5018       985284530       Quality of attention       1       01/12/2016       64.22         537       5701       635246246       Quality of attention       1       01/12/2016       64.42         538       5708       474573575       Quality of attention       1       25/11/2016       6:10         14/07/2016       ?       539       5701       7357377       Quality of attention       1       25/11/2016       6:30         8510       540       5708       245678893       Quality of attention       1       24/11/2016       15:30         All       541       5708       3245784       Quality of attention       1       23/11/2016       10:25         Cuestion (*)       -	From (*)							
Until (*)       537       5701       635246246       Quality of attention       1       01/12/2016 16:42         14/07/2016       ?       538       5708       474573575       Quality of attention       1       25/11/2016 8:10         Pilot number (*)       539       5701       735735737       Quality of attention       1       25/11/2016 9:34         8510       540       5713       984734556       Quality of attention       1       24/11/2016 15:30         S400       5713       984734556       Quality of attention       1       24/11/2016 15:30         S41       5708       32457884       Quality of attention       1       23/11/2016 10:25         Question (*)       -       -       -       -       -       -         1-Quality of attention       ?       2       Satisfactory information       ?       -       -         1-Quality of attention       ?       2       Satisfactory information       ?       - <td>01/10/2016 ?</td> <td>Call ID</td> <td>Agent extension</td> <td>Counterpart</td> <td>Question</td> <td>Answer</td> <td>Date</td> <td></td>	01/10/2016 ?	Call ID	Agent extension	Counterpart	Question	Answer	Date	
14/07/2016       ?       537       5701       635246246       Quality of attention       1       01/12/2016 16:42         538       5708       474573575       Quality of attention       1       25/11/2016 8:10         B101 number (*)       539       5701       7357337       Quality of attention       1       25/11/2016 9:34         8510       540       5713       984734556       Quality of attention       1       24/11/2016 15:30         Number reviewed(*)       541       5708       245678893       Quality of attention       1       24/11/2016 13:00         642       5708       324257884       Quality of attention       1       23/11/2016 10:25         Question (*)         1- Quality of attention       1       23/11/2016 10:25         Total registrations: 125         12 Quality of attention: 1       Quality of attention       ?         12 Quality of attention: 2       2       Satisfactory information       ?       100         13       Quality of attention: 2       100       125       100       125         14/1 Quality of attention: 2       1       1       1       1       1         14/1 Quality of attention: 2       1       1	Until (*)	536	5018	985284530	Quality of attention	1	02/12/2016 13:30	
538       5708       474573575       Quality of attention       1       25/11/2016 8:10         Pilot number (*)       539       5701       735735737       Quality of attention       1       25/11/2016 9:34         8510       540       5713       984734556       Quality of attention       1       24/11/2016 15:30         Number reviewed(*)       541       5708       245678893       Quality of attention       1       24/11/2016 13:00         All       ~       542       5708       324257884       Quality of attention       1       23/11/2016 10:25         Question (*)       -		537	5701	635246246	Quality of attention	1	01/12/2016 16:42	
8510       540       5713       984734556       Quality of attention       1       24/11/2016       15:30         Number reviewed(*)       541       5708       245678893       Quality of attention       1       24/11/2016       13:00         All       •       -	14/07/2010	538	5708	474573575	Quality of attention	1	25/11/2016 8:10	
Number reviewed(*)       541       5708       245678893       Quality of attention       1       24/11/2016       13:00         All       -	Pilot number (*)	539	5701	735735737	Quality of attention	1	25/11/2016 9:34	
Number reviewed(*)     542     5708     324257884     Quality of attention     1     23/11/2016     10:25       Question (*)     I-Quality of attention     Question n°     Reference     150       I All     Question n°     Reference     150       I All     Quality of attention     ?       SEARCH Q     Question n°     Reference       I All     Quality of attention     ?       I All	8510 ~	540	5713	984734556	Quality of attention	1	24/11/2016 15:30	
All       542       5708       324257884       Quality of attention       1       23/11/2016 10:25         Question (*)       1-Quality of attention       2       200       175       175         SEARCH Q       Question n°       Reference       150       125       150         1       Quality of attention       ?       2       Satisfactory information       ?       100       125         1       Question n°       Reference       100       125       100       125       100       125         1       Quality of attention       ?       2       Satisfactory information       ?       50       100       150       10	Number reviewed (*)	541	5708	245678893	Quality of attention	1	24/11/2016 13:00	
Question (*)   1-Quality of attention *   SEARCH Q   Question n°   Reference   1   Quality of attention ?   2   Satisfactory information ?   10   2   Satisfactory information ?   10   10   10   10   10   10   10   100		542	5708	324257884	Quality of attention	1	23/11/2016 10:25	
1-Quality of attention   SEARCH Q   Question n°   Reference   1   Quality of attention   2   Satisfactory information   75   100   2   Satisfactory information   75   50   2   2   3   1   2   3   1   2   2   3   1   2   3   1 <td>An</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	An							
1 Quality of attention ?   2 Satisfactory information ?   100 75   2 Satisfactory information   101 75   102 50   103 104	1- Quality of attention Y	Question n°	Reference			175		
Total registrations: 125 Lowest evaluation: 1 Highest evaluation: 2		1	Quality of attention	?		125		
Lowest evaluation: 1 Highest evaluation: 2	Total registrations: 125	2	Satisfactory informat	ion ?		100		
	Lowest evaluation: 1					75		
🗱 🗃 🖶	Highest evaluation: 2					50		
						25		
Evaluation 1 Evaluation 2							•	
						Evaluation 1	Evaluation 2	

## Requirements

Adportas CCKall Quality Manager server
Cisco IP Telephony Platform 4.1 or higher
CDR sending configuration to server via FTP
Creation of CTI user with control over monitored phones with enabled
СТІ
Application server network access to Cisco CUCM

dportas RecKall server
isco IP phones with Built-In Bridge
P TRUNK configured for Active Recording
onfiguration of Cisco CUCM in Active Recording mode for recorded
hones.
hones configured with CODECs G.729 or G.711
upervisor web interface
nabled JTAPI in Cisco CUCM

#### Adportas CCKall hardware requirements

10 to 50 l	icences
CPU: Quad	<i>d core</i> or higher
RAM: 16 G	B or more
Drive: 500	) GB or more

100 to 400 licences
<i>CPU: Hexa core</i> or higher
RAM: 24 GB or more
Drive: 1 TB or more

Carmen Fariña #6669, 7640557 Vitacura, Santiago, Chile. Phone: (+562) 2413 45 00 Fax: (+56 2) 2413 45 01 www.adportas.com

