



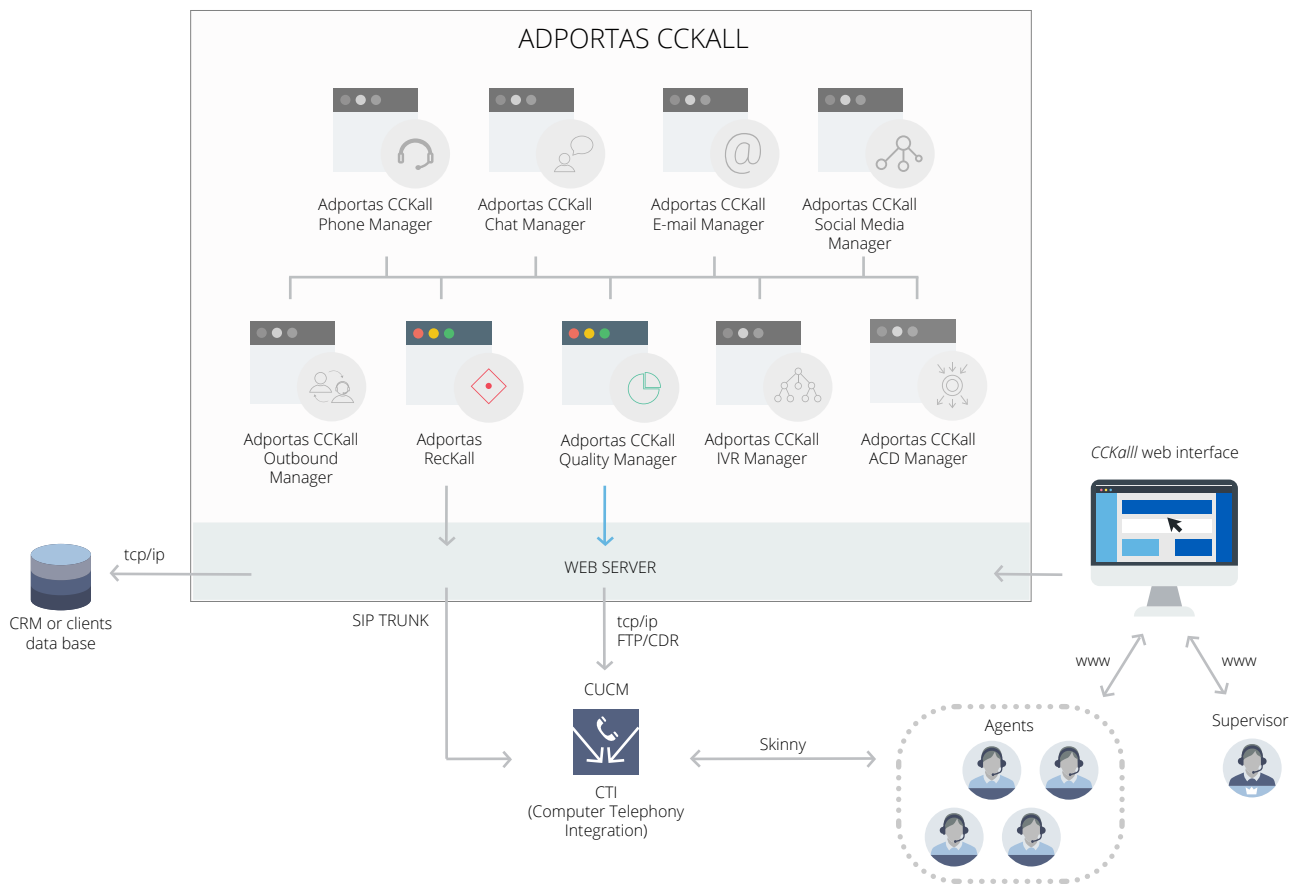
1. Description.

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.

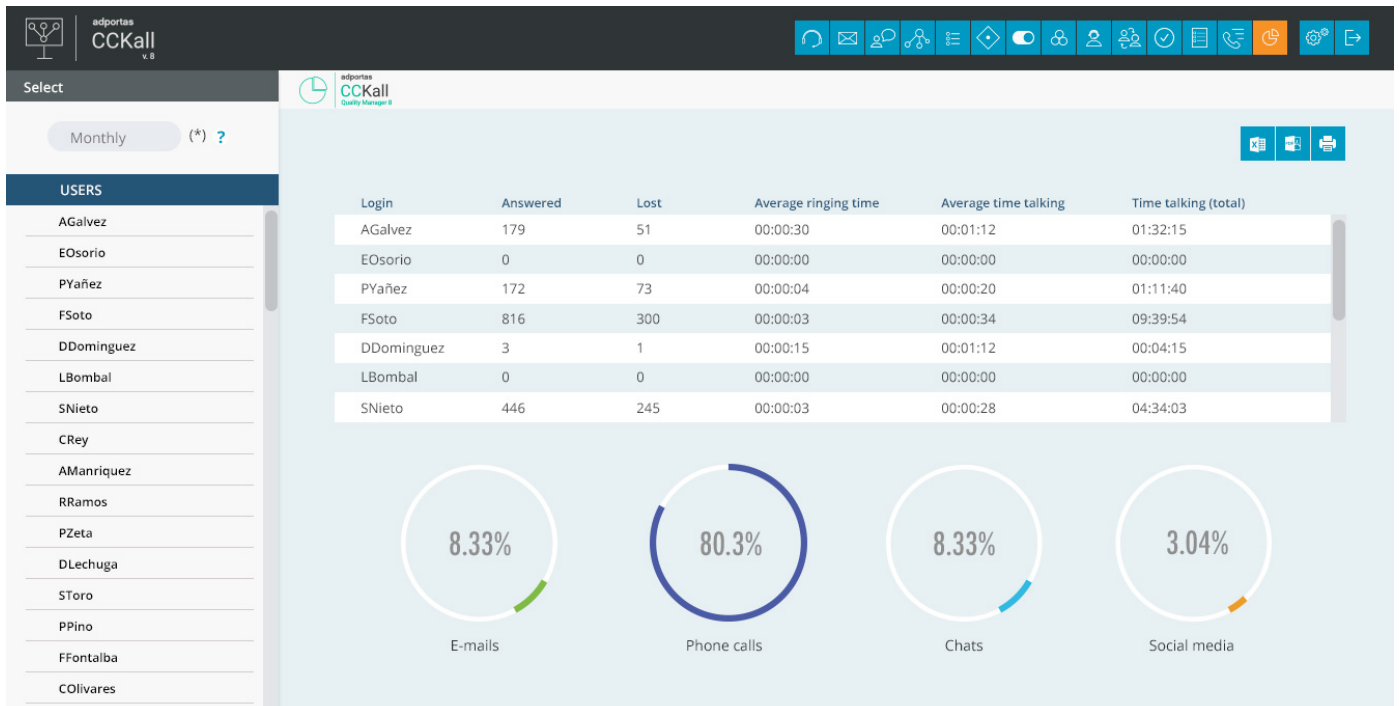
3.1 Quality indicators.

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

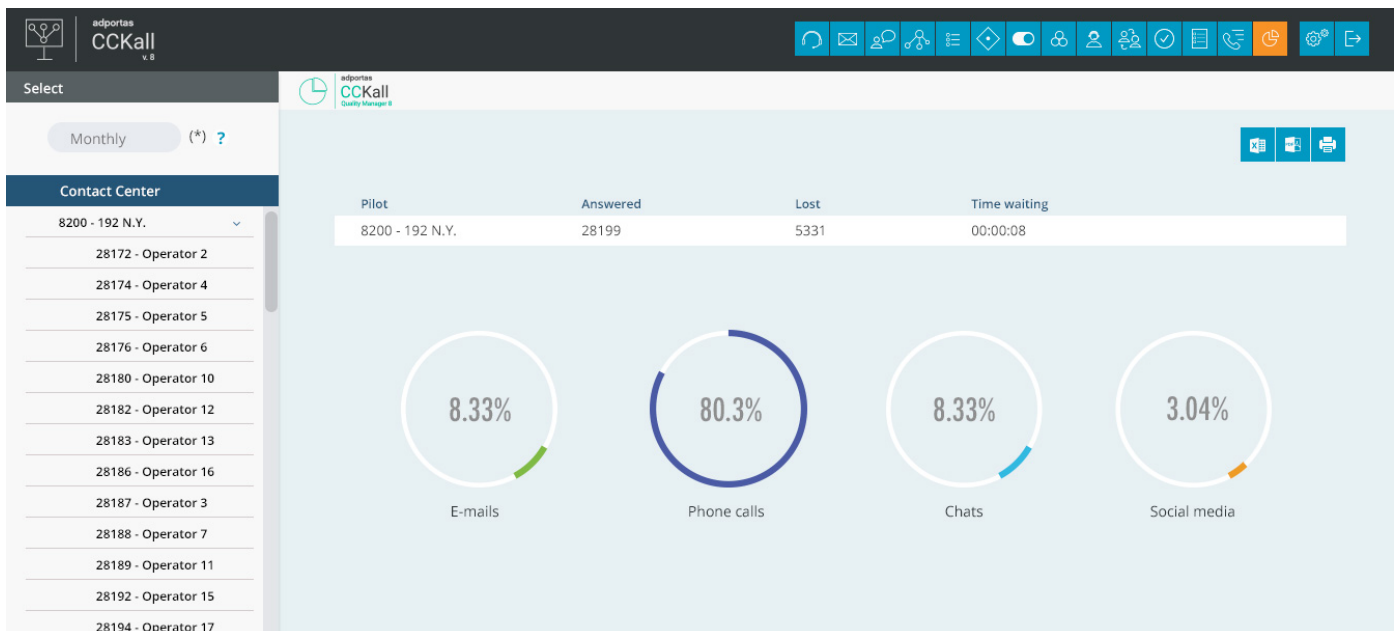
3.2 Dashboards.

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.

Legend:

- Missed calls and messages.
- Received calls and messages.
- New outbound calls and messages.
- Percentage of answered calls according to sum of answered and missed calls.
- Agent average telephone ring time.
- Agent average on-phone time.

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.

Nº	User	Extension	Login	Logout	Total
1	mtfevriel	204805	2017-01-11 08:44:33.868646		
2	LHurtado	204807	2017-01-11 08:16:10.201234		
3	Despacho01	204800	2017-01-11 08:08:30.674912		
4	LHurtado	204806	2017-01-11 08:04:13.279567	2017-01-11 08:15:06.581263	0:10:53
5	LBerguno	204810	2017-01-11 08:03:13.005744		
6	JQuiroz	204811	2017-01-11 08:02:42.314921		
7	mtfevriel	204803	2017-01-11 08:01:38.657552	2017-01-11 08:43:44.409121	0:42:05
8	mtfevriel	204811	2017-01-10 21:36:27.670993	2017-01-11 07:45:30.845212	10:09:03
9	SJimenez	204807	2017-01-10 20:15:42.908946	2017-01-11 08:15:22.848351	11:59:39
10	EVelasquez	204810	2017-01-10 20:13:49.063798	2017-01-11 08:01:05.595068	11:47:16
11	MSalas	204804	2017-01-10 20:05:13.649045	2017-01-11 08:02:18.944277	11:57:05
12	CManriquez	204808	2017-01-10 20:00:36.466621	2017-01-11 08:02:35.944666	12:01:59
13	MCampusano	204809	2017-01-10 19:59:52.421477	2017-01-11 08:01:49.267969	12:01:56
14	JLopez	204802	2017-01-10 19:59:28.958274	2017-01-11 08:00:46.725111	12:01:17
15	MCabrera	204810	2017-01-10 19:23:54.848776	2017-01-10 19:58:39.428466	0:34:44
16	ZGamboa	204805	2017-01-10 19:15:36.809072	2017-01-11 08:42:54.852923	13:27:18
17	MCardenas	204805	2017-01-10 15:37:20.920694	2017-01-10 19:13:49.546645	3:36:28
18	MCardenas	204805	2017-01-10 13:47:09.684321	2017-01-10 15:27:09.024503	1:39:59
19	VGutierrez	204804	2017-01-10 08:08:52.883169	2017-01-10 19:55:32.652809	11:46:39
20	AValderrama	204806			
21	RMoreno	204803			
22	ICastaneda	204801			
23	mtfevriel	204803			

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

Nº	Id	Extensión	Login	Contraparte	Última redirección	Número Final	Traducido	Estado Extensión	Estado Última redirección	Estado Número Final	Tipo	Fecha	Inicio	DuraciónRings
1	1231485	204810	JGomez	204810				abandonada			anexos	11/10/2016	23:57:55	00:00:00
2	1231484	204803	Despacho02	9222286696	8200	204803	las condes	derivada	derivada	contestada	entrante	11/10/2016	23:57:44	00:00:02
3	1231483	204808	IPerez	9974796769	8200	204808	quicura	derivada	derivada	contestada	entrante	11/10/2016	23:52:27	00:01:02
4	1231481	204806	AValderrama	204806				abandonada			anexos	11/10/2016	23:51:37	00:00:00
5	1231482	204807	MBozanes	9958740416	8200	204807	la pintana	derivada	derivada	contestada	entrante	11/10/2016	23:51:34	00:00:07
6	1231480	204806	AValderrama	9973014551	8200	204806	la florida	derivada	derivada	abandonada	entrante	11/10/2016	23:51:29	00:00:00
7	1231479	204803	Despacho02	9950770385	8200	204803	la pintana	derivada	derivada	contestada	entrante	11/10/2016	23:48:42	00:00:03
8	1231477	204806	AValderrama	204806				abandonada			anexos	11/10/2016	23:48:21	00:00:00
9	1231476	204806	AValderrama	9973048982	8200	204806	la granja	derivada	derivada	abandonada	entrante	11/10/2016	23:46:15	00:00:00
10	1231475	204803	Despacho02	9981996888	8200	204803	providencia	derivada	derivada	contestada	entrante	11/10/2016	23:45:08	00:00:53
11	1231474	204808	IPerez	9222960550	8200	204808	santiago	derivada	derivada	abandonada	entrante	11/10/2016	23:45:05	00:00:00
12	1231473	204806	AValderrama	9998317778	8200	204806	cerro navia	derivada	derivada	contestada	entrante	11/10/2016	23:44:01	00:00:03
13	1231478	204807	MBozanes	9965030639	8200	204807	pudahuel	derivada	derivada	contestada	entrante	11/10/2016	23:43:18	00:03:43
14	1231472	204803	Despacho02	9977829337	8200	204803	pedro aguirre cerda	derivada	derivada	contestada	entrante	11/10/2016	23:42:40	00:00:11
15	1231471	204808	IPerez	9979002095	8200	204808	lampo	derivada	derivada	abandonada	entrante	11/10/2016	23:41:37	00:00:00
16	1231470	204806	AValderrama	9989385924	8200	204806	colina	derivada	derivada	contestada	entrante	11/10/2016	23:39:26	00:00:02
17	1231469	204807	MBozanes	9968483233	8200	204807	las condes	derivada	derivada	contestada	entrante	11/10/2016	23:39:18	00:00:06
18	1231468	204803	Despacho02	9225163498	8200	204803	san ramón	derivada	derivada	abandonada	entrante	11/10/2016	23:38:40	00:00:00
19	1231467	204808	IPerez	9990679843	8200	204808	cerrillos	derivada	derivada	contestada	entrante	11/10/2016	23:38:13	00:00:10
20	1231465	204807	MBozanes	9990679843	8200	204807	cerrillos	derivada	derivada	contestada	entrante	11/10/2016	23:37:40	00:00:07

Id Llamada	Anexo Agente	Login	Contraparte	Última Redirección	Numero Final	Estado Ext	Estado UH	Estado NÚ	Tipo	Fecha	Inicio	Duración	Rings
1	204810	JGomez	204810						anexos	2016-10-11	23:57:55	0	0
2	204803	Despacho02	9222286696	8200	204803	derivada	derivada	contestad	entrante	2016-10-11	23:57:44	2	1
3	204808	IPerez	9974796769	8200	204808	derivada	derivada	contestad	entrante	2016-10-11	23:52:27	62	0
4	204806	AValderrama	204806						anexos	2016-10-11	23:51:37	0	0
5	204807	MBozanes	9958740416	8200	204807	derivada	derivada	contestad	entrante	2016-10-11	23:51:34	7	0
6	204806	AValderrama	9973014551	8200	204806	derivada	derivada	abandona	entrante	2016-10-11	23:51:29	0	0
7	204803	Despacho02	9950770385	8200	204803	derivada	derivada	contestad	entrante	2016-10-11	23:48:42	3	1
8	204806	AValderrama	204806						anexos	2016-10-11	23:46:21	0	0
9	204806	AValderrama	9973048982	8200	204806	derivada	derivada	abandona	entrante	2016-10-11	23:46:15	0	0
10	204803	Despacho02	9981996888	8200	204803	derivada	derivada	contestad	entrante	2016-10-11	23:45:08	53	0
11	204808	IPerez	9222960550	8200	204808	derivada	derivada	abandona	entrante	2016-10-11	23:45:05	0	1
12	204806	AValderrama	9998317778	8200	204806	derivada	derivada	contestad	entrante	2016-10-11	23:44:01	3	2
13	204807	MBozanes	9965030639	8200	204807	derivada	derivada	contestad	entrante	2016-10-11	23:43:18	223	1
14	204803	Despacho02	9977829337	8200	204803	derivada	derivada	contestad	entrante	2016-10-11	23:42:40	11	1
15	204808	IPerez	9979002095	8200	204808	derivada	derivada	abandona	entrante	2016-10-11	23:41:37	0	0
16	204806	AValderrama	9989385924	8200	204806	derivada	derivada	contestad	entrante	2016-10-11	23:39:26	2	1
17	204807	MBozanes	9968483233	8200	204807	derivada	derivada	contestad	entrante	2016-10-11	23:39:18	6	0
18	204803	Despacho02	9225163498	8200	204803	derivada	derivada	abandona	entrante	2016-10-11	23:38:40	0	2
19	204808	IPerez	9990679843	8200	204808	derivada	derivada	contestad	entrante	2016-10-11	23:38:13	10	0
20	204807	MBozanes	9990679843	8200	204807	derivada	derivada	contestad	entrante	2016-10-11	23:37:40	7	1
21	204803	Despacho02	204803						anexos	2016-10-11	23:37:23	0	0
22	204803	Despacho02	9973209345	8200	204803	derivada	derivada	abandona	entrante	2016-10-11	23:37:19	0	0
23	204806	AValderrama	922923546	8200	204806	derivada	derivada	contestad	entrante	2016-10-11	23:37:13	39	1
24	204810	JGomez	9979213259	8200	204810	derivada	derivada	contestad	entrante	2016-10-11	23:37:02	35	1
25	204808	IPerez	9967688718	8200	204808	derivada	derivada	contestad	entrante	2016-10-11	23:35:26	5	0

View of consolidated totals for supervision.

• Supervision indicators:

INDICATORS

Supervision report

Item	Quantity
Transferred / supervision (23742)	0
Transferred / gestion (22829)	0
Transferred & Answered M Regulator 1 (231242)	0
Transferred & Answered M Regulator 2 (231243)	0
Out M Regulator 1 (231235)	0
Out M Regulator 2 (2312443)	0

• Call indicators:

Item	Total
Total calls	0
Answered calls	0
Lost calls	0
Abandoned calls	0
Abandoned Calls > 10 seg	0
Average time (Abandoned)	0:00:00
Service quality	0
Care quality	0

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.

Integration with Adportas Reckall view.

REG. N°	EXT.	COUNTERPART	TYPE	DATE	BEGINNING	ENDING	DURATION	DESCRIPTION	LISTENED	TAG	AUDIO	VIDEO
534746	5018	985284530	↓	17/04/2017	18:25:46	18:25:52	00:00:05	home	✓	🔒	🔊	📺
534747	5701	635246246	↑	17/04/2017	17:52:48	17:52:58	00:00:10	home	-	🔒	🔊	📺
534748	5708	474573575	↓	17/04/2017	17:51:25	17:52:05	00:00:39	home	✓	🔒	🔊	📺
534749	5701	73573	↓	17/04/2017	17:50:53	17:52:33	00:01:40	home	-	🔒	🔊	📺
534750	5713	984734556	↑	17/04/2017	16:38:29	16:42:55	00:04:26	home	-	🔒	🔊	📺
534751	5708	245678893	🔗	17/04/2017	16:37:17	16:38:26	00:01:09	home	-	🔒	🔊	📺
534752	5708	324257884	↓	17/04/2017	16:36:57	16:37:16	00:00:19	home	-	🔒	🔊	📺
534753	5018	235346457	🔗	17/04/2017	16:38:29	16:42:55	00:04:26	home	-	🔒	🔊	📺
534754	5701	635246246	↓	17/04/2017	16:37:17	16:38:26	00:01:09	home	-	🔒	🔊	📺
534755	5708	474573575	🔗	17/04/2017	16:36:57	16:37:16	00:00:19	home	-	🔒	🔊	📺
534756	5701	73573	↓	17/04/2017	16:38:29	16:42:55	00:04:26	home	-	🔒	🔊	📺
534757	5713	985284530	↓	17/04/2017	16:37:17	16:38:26	00:01:09	home	-	🔒	🔊	📺
534758	5708	978552352	🔗	17/04/2017	16:36:57	16:37:16	00:00:19	home	✓	🔒	🔊	📺
534759	5713	985284530	↓	17/04/2017	17:50:53	17:52:33	00:01:40	home	-	🔒	🔊	📺
534760	5708	978552352	🔗	17/04/2017	16:38:29	16:42:55	00:04:26	home	-	🔒	🔊	📺
534761	5713	985284530	↓	17/04/2017	15:38:30	15:42:55	00:04:25	home	✓	🔒	🔊	📺
534762	5708	978552352	↓	17/04/2017	15:38:29	15:42:55	00:04:26	home	✓	🔒	🔊	📺

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.

The screenshot shows the adportas CCKall Quality Manager 8 interface. On the left is a search filter sidebar with fields for 'From (*)', 'Until (*)', 'Pilot number (*)', 'Number reviewed(*)', and 'Question (*)'. The main area displays a table of call evaluations with columns for Call ID, Agent extension, Counterpart, Question, Answer, and Date. Below the table is a smaller table with 'Question nº' and 'Reference'. To the right of the main table is a small chart showing two data points for 'Evaluation 1' and 'Evaluation 2' on a scale from 0 to 200.

Call ID	Agent extension	Counterpart	Question	Answer	Date
536	5018	985284530	Quality of attention	1	02/12/2016 13:30
537	5701	635246246	Quality of attention	1	01/12/2016 16:42
538	5708	474573575	Quality of attention	1	25/11/2016 8:10
539	5701	735735737	Quality of attention	1	25/11/2016 9:34
540	5713	984734556	Quality of attention	1	24/11/2016 15:30
541	5708	245678893	Quality of attention	1	24/11/2016 13:00
542	5708	324257884	Quality of attention	1	23/11/2016 10:25

Question nº	Reference
1	Quality of attention ?
2	Satisfactory information ?

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 CTI
 Application server network access to *Cisco CUCM*

Adportas Reckall server

Cisco IP phones with Built-In Bridge
SIP TRUNK configured for *Active Recording*
 Configuration of *Cisco CUCM* in *Active Recording* mode for recorded phones.
 Phones configured with CODECs G.729 or G.711

Supervisor web interface

Enabled *JTAPI* in *Cisco CUCM*

Adportas CCKall hardware requirements

10 to 50 licences

CPU: Quad core or higher
 RAM: 16 GB or more
 Drive: 500 GB or more

100 to 400 licences

CPU: Hexa core or higher
 RAM: 24 GB or more
 Drive: 1 TB or more