ESI with QueueMetrics™
Datasheet

ESI has partnered with **Loway®** to bring their award-winning call center solution, **QueueMetrics™**, to the **ESI eSIP Evolution Series™**. QueueMetrics is a highly scalable call center suite that addresses the needs of thousands of contact centers worldwide and offers a comprehensive feature set:

- Supports unlimited agents, queues and campaigns.
- Available in multiple languages.
- Compute over 180 metrics for calls, traffic, sessions.
- Single and multiple reporting for queues/campaigns.
- Weekly activity breakdown in days, hours.
- Measure business targets against SLAs.
- Measure staff performance on ACD/non-ACD activities.
- Customizable QA forms for live/recorded call grading.
- Complete performance reports by agent and by queue.
- Listen to live/recorded calls also on multi-server setups.
- Export reporting data to MS Excel, CSV, XML.
- Detailed real-time activity reporting with definable alarms.
- Listen to live calls remotely.
- Real-time Wallboards.
- View agent screens via VNC screen-sharing server.
- Restricted Visitor mode for external inspection.
- Add/remove agents directly from Administrator screen.
- QueueMetrics Icon Agent Page, the innovative and minimalistic interface where agents can operate all their call-center functions with only one control icon.

ESI with QueueMetrics delivers a full featured call center platform to small and mid-sized business with features once only available in large enterprise solutions.

Proven Call Center Solution
With Loway ESI brings a proven call center solution to the eSIP Evolution Series. Loway has been developing call center solutions for Asterisk PBXs since 2004. The award winning QueueMetrics platform is deployed in thousands of call centers around the world. Loway brings a Swiss passion for precision, transforming customers experience by understanding and constantly improving call center performance.

Flexible Scalable Deployment Options
ESI provides multiple QueueMetrics deployment options to fit your needs. Running a few agents on an eSIP Evolution Series 20x or 50x, our hosted QueueMetrics Live solution gives you the full QueueMetrics feature set without the need to setup and maintain your own servers. Running a large call center, in a single site or across multiple locations, a QueueMetrics on-premises solution provides greater scalability. QueueMetrics supports multiple eSIP Evolution Series servers in a clustered environment and hot standby configurations for high availability.

Total Calls
- Total number of calls processed
- Percentage of answered calls, per run, of lost calls, per run
- Multi-stint calls processed

Answered Calls
- Number of calls
- Total call length
- Average call length and call waiting
- Minimum/maximum call length and call waiting
- Total call duration and total waiting time
- Agents on queue
- Number of calls taken per agent
- Service level agreement
- Disconnection causes
- Transfers
- Answered calls by queue, by direction (inbound/outbound), by number of call stints
- Extensive call and stint detail

Unanswered Calls
- Number of unanswered calls
- Average time before disconnection
- Minimum/maximum time before disconnection
- Total cumulated time before disconnection
- Average position at disconnection
- Minimum/maximum position at disconnection
- Disconnection causes
- Unanswered calls by queue
- Distribution by length of unanswered calls
- Inclusive SLA of answered and unanswered calls
- Unanswered calls by key pressed (IVR menu selections) and by number of stints
- All calls, by number of stints
- Full unanswered call detail

Call Distribution
- Answered calls distribution per day
- Average / minimum / maximum call lengths per day
- Answered calls wait time distribution per day
- Average / minimum / maximum wait times per day
- Unanswered calls wait time distribution per day
- Average / minimum / maximum unanswered calls wait times per day
- Sales and contacts per day
- Answered calls distribution per hour
- Average / minimum / maximum call lengths per hour
- Answered calls wait time distribution per hour
- Average / minimum / maximum wait times per hour
- Unanswered calls wait time distribution per hour
- Average / minimum / maximum unanswered calls wait times per hour
- Sales and contacts per hour
- Answered calls distribution per day of week
- Average / minimum / maximum call lengths per day of week
- Answered calls wait time distribution per day of week
- Average / minimum / maximum wait times per day of week
- Unanswered calls wait time distribution per day of week
- Average / minimum / maximum unanswered calls wait times per day
- Sales and contacts per day of week
- The hourly reports can be fine-tuned to show half- or quarter-hours as needed

Agents
- Number of available agents
- Total agent time
- Average agent time
- Minimum/ maximum agent session duration
- Agent availability
- Billable and not-billable agent time
- Sessions and pauses per agent
- Average session & pause duration per agent
- Pauses per session ratio
- Percentage of time spent on pause
- Average pauses per session
- Answered calls (number, average duration, percentage of total) per agent
- Answered calls per service group
- Answered calls per agent location
- Full agent session & pause details
- Full agent session history (sessions and pauses combined)

Outcomes
- Total agents ACD time
- Total agent billable time
- Total agent non billable time
- Total Sales and SPH
- Total Contacts and CPH
- Conversion index
- Call results by outcomes and percentages
- Billable activities by time and percentage
- Non billable activities by time and percentage
- Detailed report of activities, sales and contacts per agent

Call Detail
- Date and time
- Caller ID
- Queue
- Waiting and talking time
- Disconnection cause
- Agent
- Asterisk Call ID
- Number of ACD attempts
- Call code entered
- Number of stints (and full stint details)
- Server

Lost Call Details
- Date and time
- Caller ID
- Queue that handled the call
- Disconnection cause
- Position at disconnection, if available
- Wait time before disconnection, if available
- Number of ACD attempts
- Call code entered by agent
- Key pressed
- Number of stints (and full stint details)
- Server

Customizable Wallboards
- Drag and drop components with real-time information
- Unlimited number of wallboards
- Create customizable views of your call center
- Colorful alarm settings
- Queue filters
- SLA graphs
- Kiosk mode

Real-Time Center Analysis
- Caller ID
- Time entered
- Waiting time (updated in real time)
- Conversation time (updated in real time)
- Agents logged on
- Time and extensions of last log-ons
- Easy to read status panel
- User definable rules to trigger yellow and green alarms
- Number of agents per queue
- Number of ready / paused / busy on other queues / unknown agents on line
- Number of calls waiting per queue
- Number of inbound calls being answered
- Number of outbound calls being made
- Full server information
- Last call handled by each agent (time and queue)

Real-Time Agents Page
- Date and time
- Waiting time
- Call duration (updated in real time)
- Queue
- URL to launch
- Call status (updated in real time)
- Action buttons to: log in, log off, go to pause (with pause code), stop pause, earmark a call with its call completion code
- Cluster support