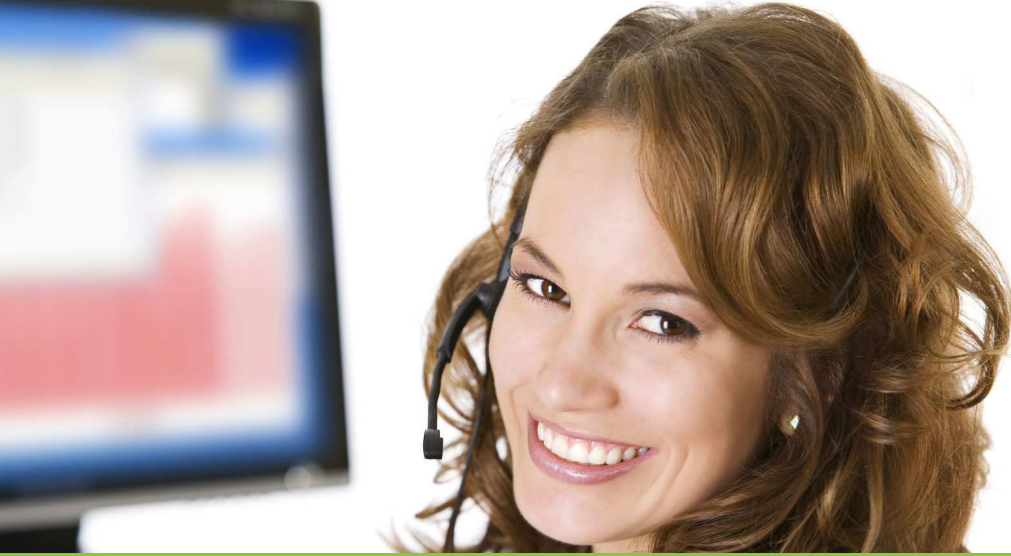# LinkSCOPE

powered by PRIMAS

ZERO DISRUPTION!

INSTALLS IN A WEEK!

Productivity Pack
for Contact Centers

LinkScope Suite includes

- System Monitoring
- IVR Performance
- FreedomQ
- Screen Pop

Enhance
Enable
Empower

- Agent Performance
- Customer Surveys
- Call Logging Integration
- Path Analytics

ENABLE YOUR CONTACT CENTER | EMPOWER YOUR AGENTS
ENHANCE YOUR CUSTOMER EXPERIENCE

LinkSCOPE powered by PRIMAS

LinkScope Suite Modules

System Monitor
⇒ Monitor CTI affected systems such as CTI, IVR, application servers, desktops & peripherals
⇒ Receive conditional alerts of anomalies via SNMP, SMTP and Taskbar Notifications.
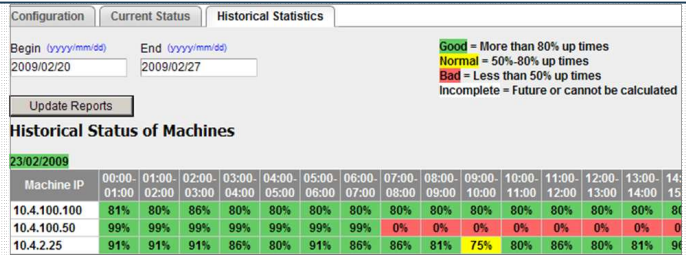
IVR Performance
⇒ Immediate IVR Containment Rates and performance by T1, Trunk , Port, DNIS and Agent Group
⇒ Live statistics for average call length per DNIS
⇒ Champion | Challenger Testing of IVR Call Flows
⇒ Configurable alerts for anomalies, KPI deviance, DNIS, T1, Trunk, Port and system outages
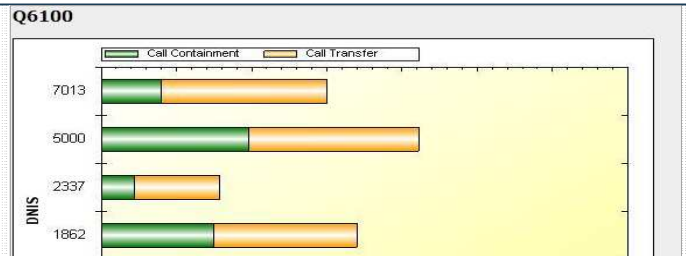

CTI Provision & Monitoring
⇒ Deploy CTI to agent desktops Quickly and Easily
⇒ Provide Screen Pop to thin client applications via ANI/DNIS and UUI fields
⇒ Receive alerts of system degradation issues via screen pop duration measurement & monitoring
⇒ Perform Custom actions per CTI message type
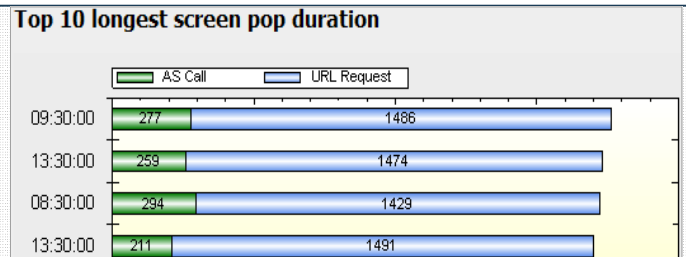
Agent Performance
⇒ Improve Performance by providing useful information such as repeat caller alerts & zero outs
⇒ Notify Supervisors of agent call termination
⇒ Resolve customer grievance via Call Tracing, call detail reports and Customer Feedback
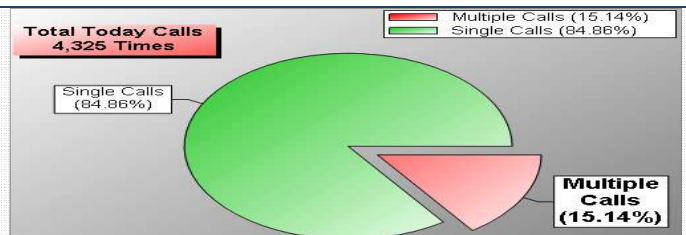
IVR Post Call Customer Survey
⇒ Callers are randomly selected and asked to participate before interacting with the agent
⇒ Surveys are anonymous to agents and occur immediately after agent interaction
⇒ Results are available in real-time
⇒ Conditional Alerts notify supervisors of poor score cards

FreedomQ
⇒ Improve your Customer Experience by offering customers the choice of a future call back without losing their position in queue
⇒ Increase CSAT by improving Service Levels
⇒ Reduce operating Costs by reducing toll charges incurred by lengthy hold times

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*Link*Scope *Suite Modules*

Path Analytics (PA)
⇒ Cradle to Grave reporting on caller activity
⇒ Identification of holds, transfers, hang-ups via agent or caller, miss-routes in the CTI, and IVR activity

Destination Status	Destination Type	Destination Port	Date/Time
Route Request	CDN	6692	03/20/2009 11:00:26
Route Call	CDN	6101	03/20/2009 11:00:26
Route Call Response	CDN	6101	03/20/2009 11:00:26
Ringing	Internal	6111	03/20/2009 11:00:26
OffHook	Internal	6111	03/20/2009 11:00:26
Answered	Internal	6111	03/20/2009 11:00:26
Hold	Internal	6111	03/20/2009 11:00:28
Route Request	CDN	6691	03/20/2009 11:00:28
Disconnected/Complete Transfer	Internal	6111	03/20/2009 11:00:28

Call Recording Integration
⇒ Easy integration to call recordings
⇒ Query Calls via ANI, DNIS, Agent & Time
⇒ Built in Active Directory Integration
⇒ Custom queries and integration available

Search Criteria

Source Number
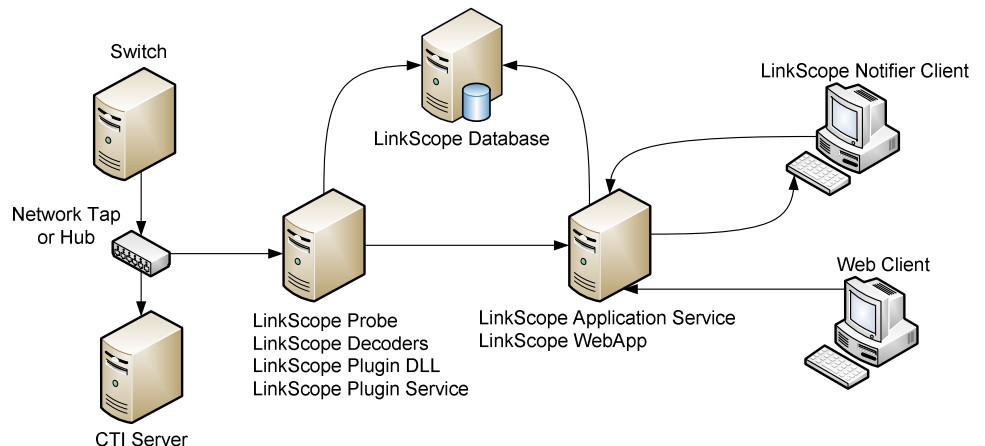6121

Call Id _____ DNIS _____ Element _____ Agent ID _____

Begin (yyyy/mm/dd) (HH:mm)   End (yyyy/mm/dd) (HH:mm)
2009/03/20   00:00   2009/03/21   00:00

[Search] [Play Back] [Export] [Email]

NO	Call ID	Source Phone Number	DNIS	Agent ID	Port	Date of Call	Call Duration	Begin Status	Ended Status
1	3630	6599F6072	0	6794	6794	03/20/2009 11:00 AM	00:00:00	Call Offered	In Progress
2	5677	6121	5000	0	0	03/20/2009 11:00 AM	00:00:00	Route Request	In Progress
3	396	5854720276	7515	0	6204	03/20/2009 11:00 AM	00:00:00	Ringing	In Progress

How it works

LinkScope quickly converts any network-ready Windows PC into an Ethernet probe and analyzer. By doing so it is able to capture and decode all CTI traffic. As a result LinkScope is able to monitor any system or application that receives and sends CTI traffic. All of the resulting data is housed in a standard SQL database that provides the foundation for the historical reporting, real-time system statistics, and conditional alerting that LinkScope provides.

Switch

LinkScope Database

LinkScope Notifier Client

Network Tap or Hub

LinkScope Probe
LinkScope Decoders
LinkScope Plugin DLL
LinkScope Plugin Service

LinkScope Application Service
LinkScope WebApp

Web Client

CTI Server

Requirements

Hardware
- VM or Physical 32-bit Server
- 2 x 100Mb network card
- Minimum 2GB free on hard disk
- Minimum 1GB free memory
- Minimum 2GHz processor

Software
Microsoft Windows XP Professional SP3
- Microsoft IIS 5.1
- Microsoft Visual C++ 2005 SP1 Redistributable Package
- Microsoft .NET 2.0 SP1 Redistributable
- Microsoft Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime
- Microsoft MSI 3.1
- Microsoft SQL Server 2005 SP1 / SQLExpress 2005 SP1
Windows Server Standard/Enterprise 2003 SP2 / or
Windows Server Standard/Enterprise 2003 R2 SP2 /
- Microsoft IIS 6.0
- Microsoft Visual C++ 2005 SP1 Redistributable Package
- Microsoft .NET 2.0 SP1 Redistributable
- Microsoft Web Services Enhancements (WSE) 3.0 for Microsoft .NET Redistributable Runtime
- Microsoft MSI 3.1
- Microsoft SQL Server 2005 SP1 / SQLExpress 2005 SP1

About Primas

The Primas Group is an independent system integration company with preferred partner status among many of the top providers in the call center industry.

Specialties include:

Call Center Design & Consulting

System Integration of Disparate Platforms

Custom IVR/CTI Programming

Speech Application Design & Development

Integration and optimization tools

Benefits include:

Fixed Pricing │ Speed of execution │ Quick turn around

The Primas Group   www.primas.net   (P) 888.477.4627