



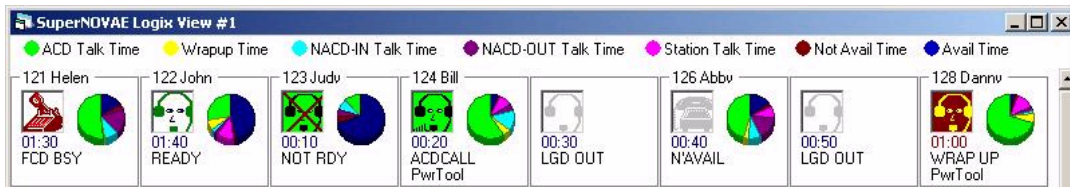
SuperNOVAE IQ II

SuperNOVAE IQ II provides comprehensive call center reporting by up to three criteria: Plan, Group, or Agent. SuperNOVAE IQ II also comes in three models: Primary provides limited real-time and economic reporting. Logix provides comprehensive real-time and reporting. Total Logix is Logix with networked unlimited reporting and options for wallboards, additional supervisor real-time stations, and virtual wallboards.

Real-Time Views

Group	Calls Waiting	Longest Wait Time	Average Wait Time	Avail Agents	Agents Logged On	Target Answer Proficiency	ACD Calls	Non ACD In	Non ACD Out	Not Ready	Forced Busy
PwrTool	2	00'12	00'07	1	6	74%	3	2	2	-	-
Lumber	5	00'46	00'19	-	4	93%	1	1	1	-	1
Nails	-	-	-	5	7	-	2	-	-	-	-
Plumbing	-	-	-	1	6	-	3	1	1	-	-
Siding	1	00'20	00'20	1	5	-	4	-	-	-	-
LawnCar	6	00'38	00'35	1	3	96%	1	1	1	-	-
Deliver	18	02'10	01'38	2	10	88%	6	-	-	1	-

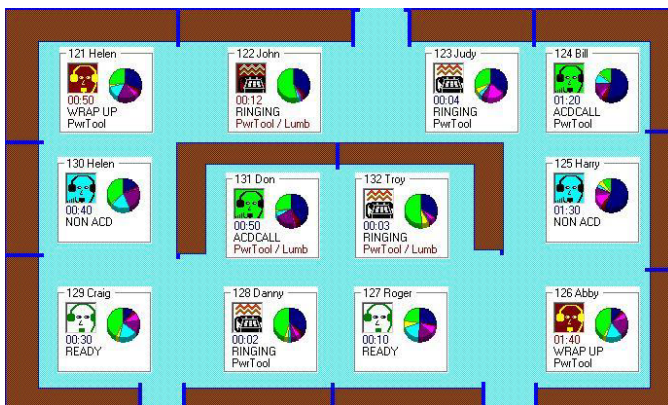
The **IQ STAT** screen (left) shows the full status of every group. It also highlights in green, yellow and red the specific group information that has surpassed thresholds which you (the call center manager) can set.



Agent No.	Group	Name	Station	Status	Time	Call Group
121	PwrTool	Helen	121	FCD BSY	01:30	
122	PwrTool	John	122	READY	01:40	
123	PwrTool	Judy	123	NOT RDY	00:10	
124	PwrTool	Bill	124	ACDCALL	00:20	Lumber
125	PwrTool	Harry	125	LGD OUT	00:30	
126	PwrTool	Abby	126	N'AVAIL	00:40	
127	PwrTool	Roger	127	LGD OUT	00:50	
128	PwrTool	Danny	128	WRAP UP	01:00	PwrTool
129	PwrTool	Craig	129	WRAP UP	01:10	
130	PwrTool	Helen	130	READY	01:20	
131	PwrTool	Don	131	WRAP UP	01:30	Lumber
132	PwrTool	Troy	132	LGD OUT	01:40	
133	PwrTool	Craig	133	LGD OUT	00:10	
134	PwrTool	Eddie	134	READY	00:20	
135	PwrTool	Jason	135	WRAP UP	00:30	PwrTool
136	PwrTool	Ben	136	NOT RDY	00:40	
137	PwrTool	Joey	137	READY	00:50	
138	PwrTool	Jessey	138	FCD BSY	01:00	
139	PwrTool	Jenny	139	WRAP UP	01:10	
140	PwrTool	Ross	140	RINGING	00:07	PwrTool

The **Logix** agent screen shows selected agents graphically (above) or text (left) in a compact view. SuperNOVAE IQ II Logix and Total Logix provide up to 6 different simultaneous Logix views.

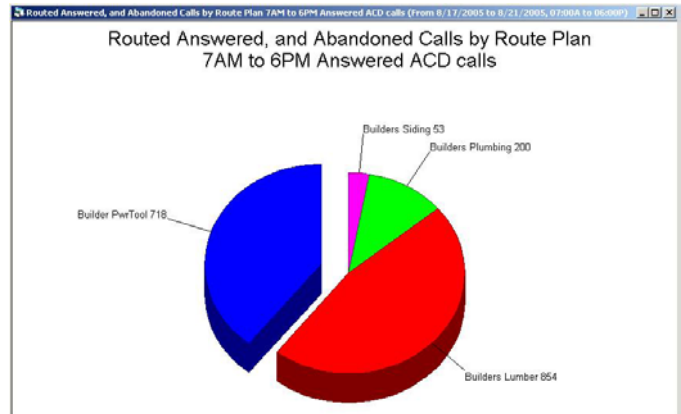
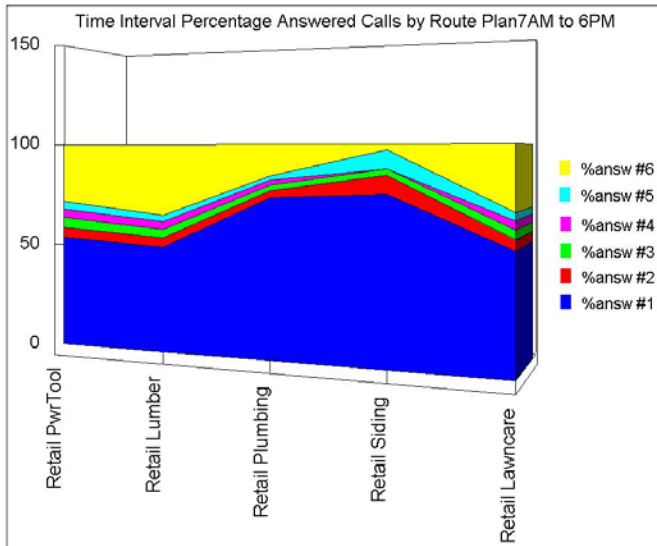
Logix and Total Logix also provide 6 floor plan views (below left) and 9 agent detail views (right). Notice that the Agent detail view highlights avoided calls in red and missed calls in yellow.



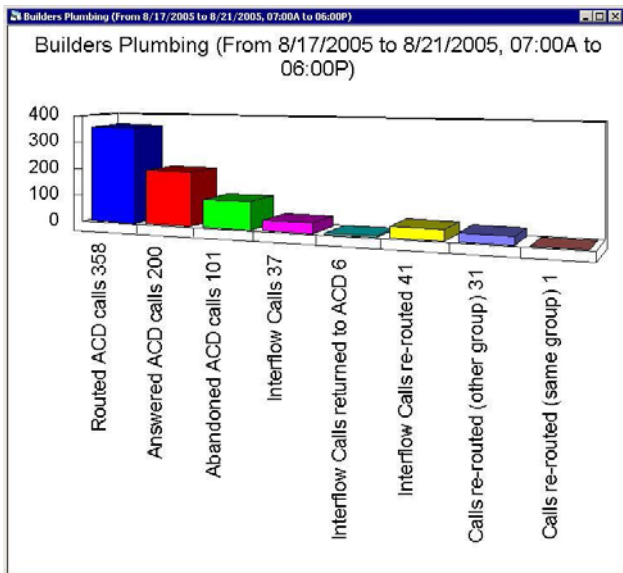
Time	Action	Duration	Station
09:48.19A	nonACD	1:43	
09:50.02A	Ready	0:31	
09:50.33A	Ring	3:27	
09:54.00A	ACD	0:15	
09:54.15A	Wrapup	0:23	
09:54.38A	Ready	2:15	
09:56.53A	Ring	0:15	
09:57.10A	NotReady	0:21	
09:57.31A	Ready	2:29	
10:00.00A	Ring	0:13	
10:00.13A	ACD	1:34	
10:01.47A	Wrapup	0:15	
10:02.02A	Ready	0:42	
10:02.44A	Wrapup	0:23	
10:03.07A	Ready	0:23	
10:03.30A	nonACD	3:23	
10:06.53A	Ready	0:13	
10:09.01A	Ring	0:14	
10:19.05A	Wrapup	0:04	
10:19.11A	Ready	0:06	

Reporting

Plan, Group, and Agent data can be collected by hour-of-day, day-of-week, week-of-year, or month-of-year. Not only does SuperNOVAE IQ II give you unbelievable flexibility in what data to collect, it also allows you to quickly graph the data and present it in multiple graphical presentations to maximize visualization of your call center operation.

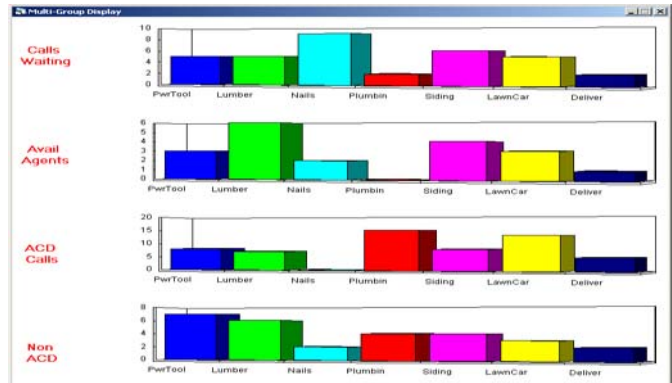


Group Display



The above report graphs the call data for an individual ACD group – in this case for the “Builders Plumbing” group. The bars show the number of calls that were Routed, answered, abandoned, re-routed, etc.

Multi-Group Display



This report shows 4 different bar charts with the statistics of all the groups across the screen. In this example seven groups are depicted, each with a different color bar. The reporting categories shown are calls waiting, available agents, current ACD calls, and current Non-ACD calls. For call centers with large numbers of groups, this can be a most effective way of viewing real-time group activity.