

# Managers Console

www.papillontechnology.com

papillon technology  
the future is calling



- Instantly view all or any agents call statistics.
- View current agent status, who they are talking to, how long they have been talking etc.
- View the number of calls completed so far, the number of calls left in Power Dialer's Call Queue etc.
- Record agent's calls on demand.
- Stop and Start Power Dialer.
- Rapidly reorganize agent Call Lists.
- Change user settings remotely.
- View, print and export detailed logs of all calls made and received.
- Create pre-defined agent templates for specific campaigns

## The ultimate companion to Tapi Link and Power Dialer

Take **control** of your agents' call environment.

Just click to re-organize an agent's outbound call list, view up-to-the-minute call statistics, check and print call logs, and **manipulate** agents' workloads to match individual skill sets and to meet changing campaign priorities.

Need to refocus an agent to a new campaign? It's a snap with Managers Console.

Need to check a trainee's telephone skills? Simply click to view the relevant contact record or just click on "Record" to save the call recording for playback. All of this happens in real time – so you can rapidly assess the results and adjust agents' workloads to meet the changing needs of different call campaigns and staffing levels.



Monitor → Measure → Modify → Manage

The Managers Console is a simple-to-use yet powerful tool for **monitoring** and **optimizing** your agents calling patterns. It is ideal for large call centre environments, sales teams, and small telemarketing units.

Control your Tapi Link, Power Dialer, and Call Recorder users from a central location.



If you have any questions regarding Managers Console or require further information please contact Papillon Technology by telephone on US +1 (614)-559-2270, internationally on +44 (0)1992 560487 or by email to sales@papillontechnology.com.

Tapi Link and Power Dialer are trademarks of Papillon Technology. All other trademarks are property of their respective owners. All rights reserved. Papillon Technology 1999-2005.