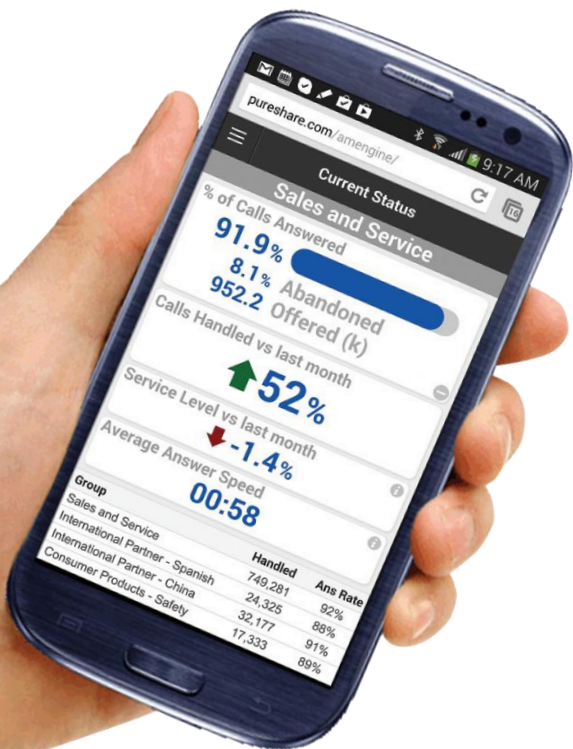


# pureshare CCM2

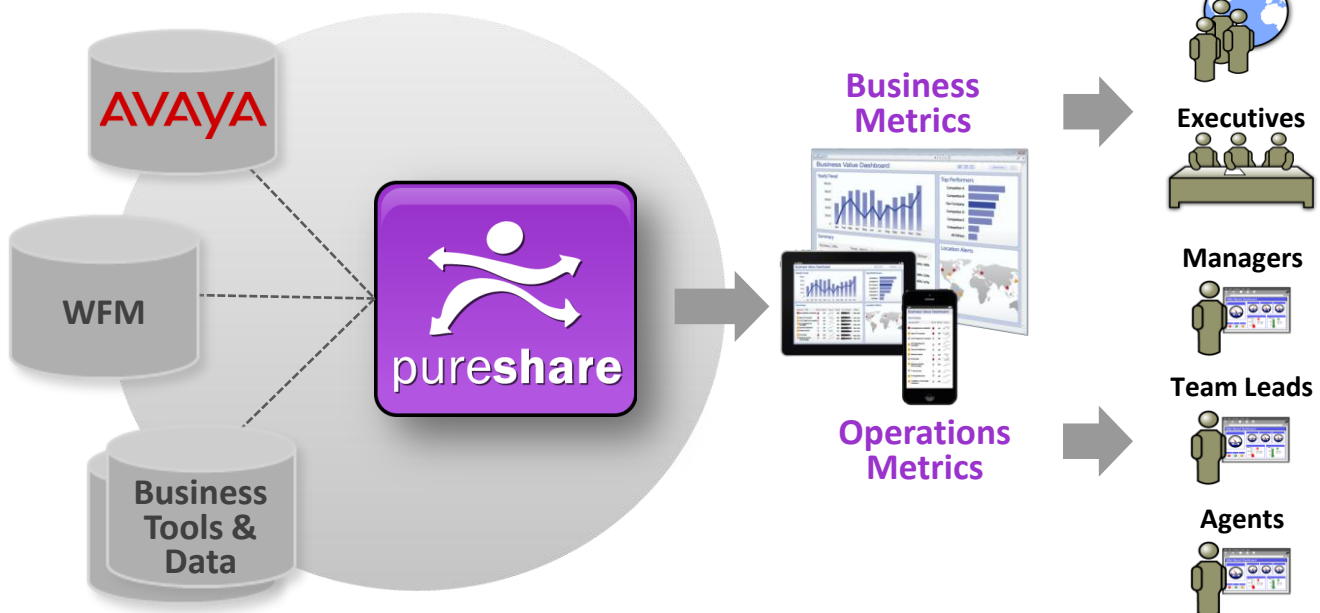
## Contact Center Metrics

### Metrics for Contact Center Executives

*Consolidated Business Metrics for Customers, Executives and Managers*



- ✓ Consolidate metrics from contact center ACDs, Workforce Management (WFM) tools and business systems/data sources
- ✓ Transform operations metrics into business-value views for executives and customers
- ✓ Publish metrics over mobile devices, browsers, videowalls, portals and more

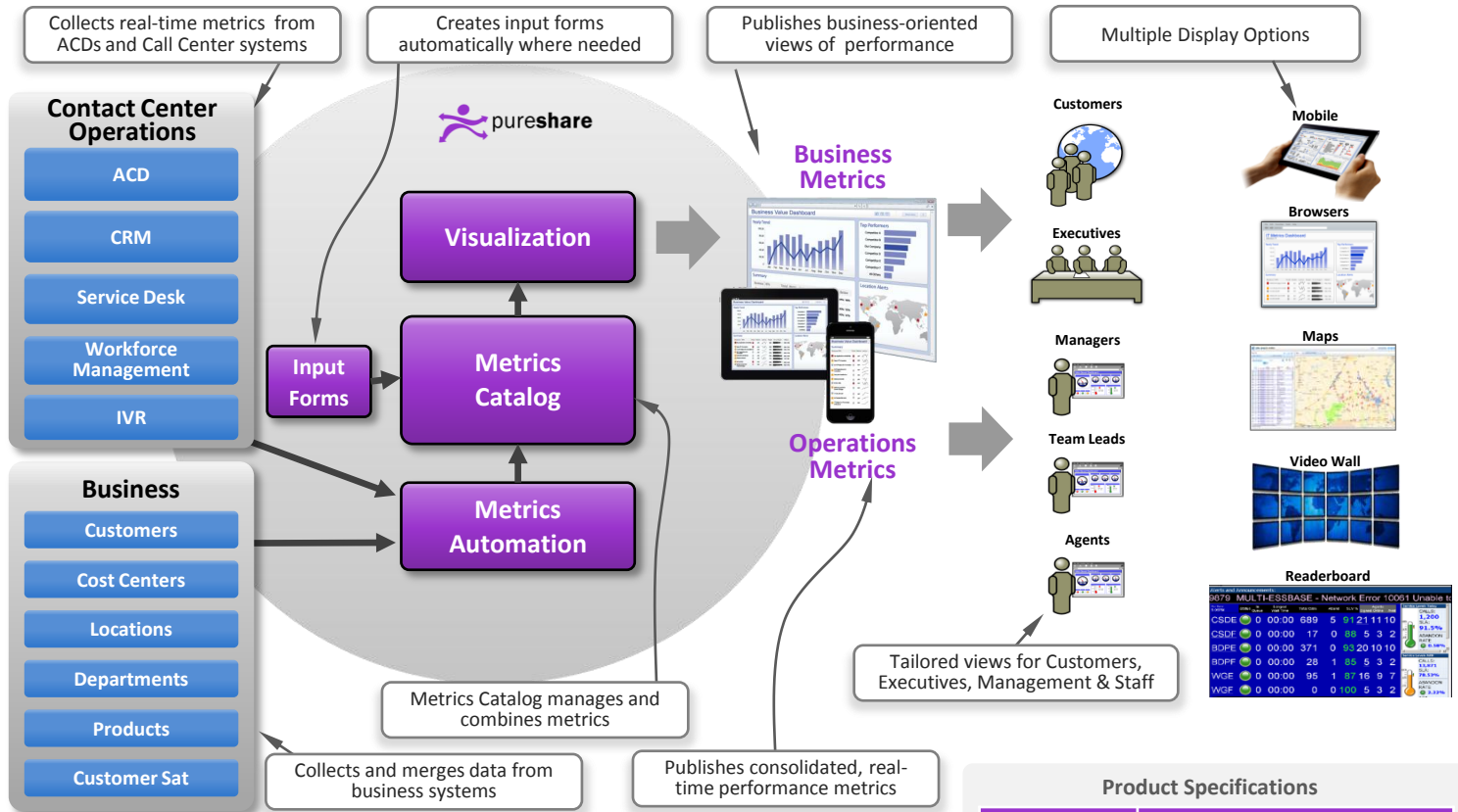


# pureshare CCM2

Contact Center Metrics

Showcase the business value of Contact Center operations with consolidated performance metrics

## How it Works:



*Well-proven in MSPs and global contact center environments, PureShare delivers business-centric, high-value performance metrics to customers, executives and management- automatically!*

Call Management SLAs	Actual	Target	vs Last Month	3-mo Avg	12 Mo Trend
Average Speed of Answer	17	0:00:30	-0.19 %	22.0 %	
Average Speed of Answer	21	0:00:30	2.00 %	21.7 %	
Service Level	65.1042	80% within 30sec	0.03 %	62.0 %	
Service Level	47.8261	80% within 30sec	-0.10 %	43.4 %	

### Product Specifications

Function	Description
<b>PureShare Software Required</b>	PureShare CCM Version 2.0 Contact Center Metrics
<b>Technology Connectors</b>	Rest/Restful API Web Services ODBC/OLEDB .Net RTS SFW/HDW APIs
<b>Display Options</b>	Browsers Tablets Smartphones Portals Videowalls Readerboards Maps
<b>Licensing</b>	•Server-based (On-Premise) •Subscription-based (SaaS)
<b>Editions</b>	•On-Premise •Hosted/SaaS
<b>Authentication and Security</b>	ActiveDirectory, ADIFS, LDAP, SAML, Database-based and Internal Group/User role-based access

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