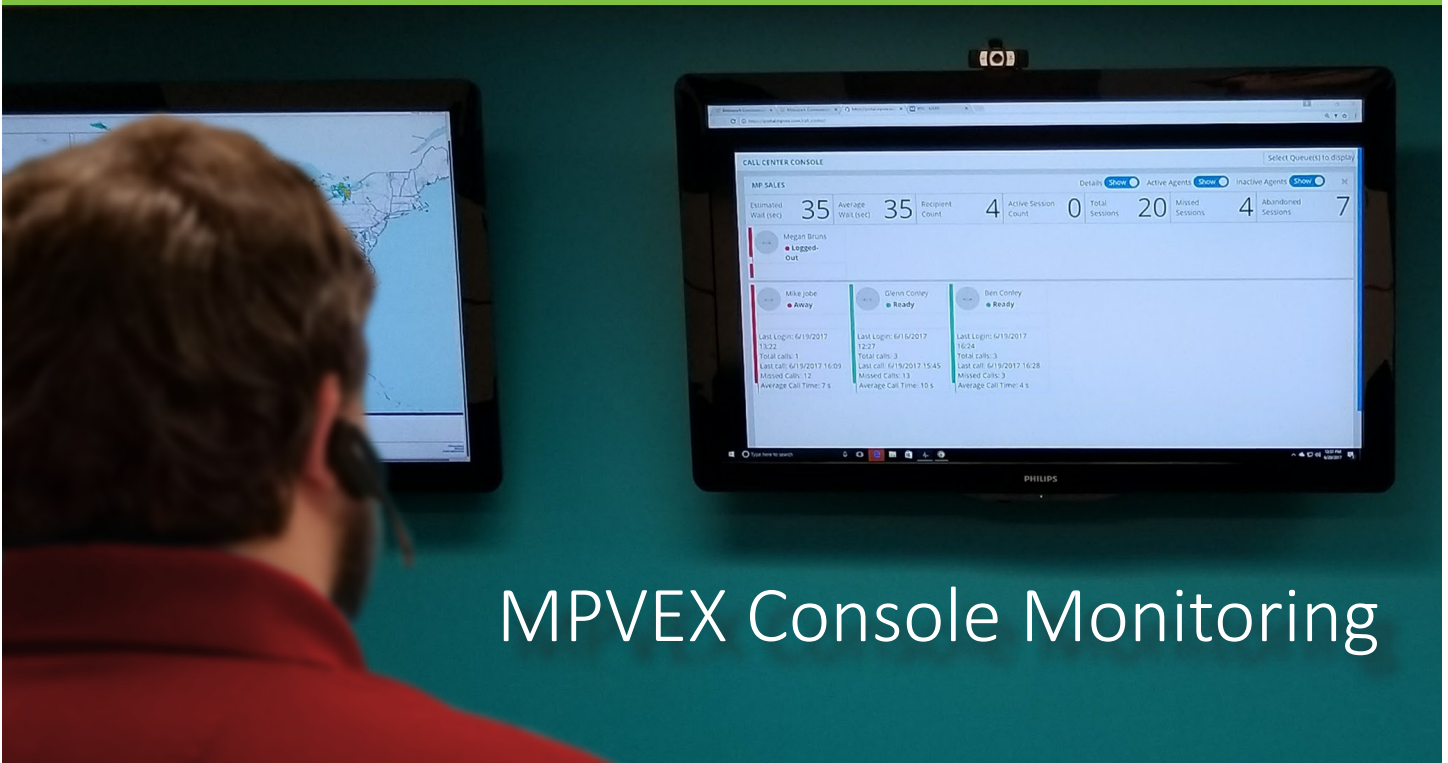


# MPVEX Call Center

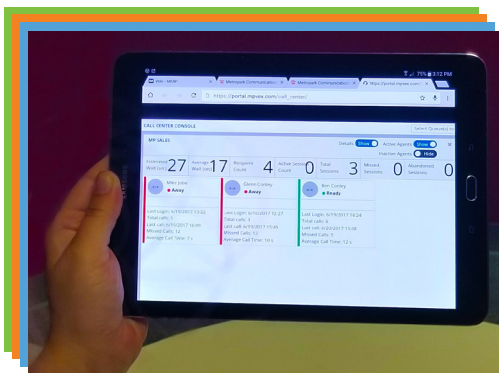


## MPVEX Console Monitoring

The MPVEX Call Center Console provides immediate data, pushed to the console in real time. No more waiting for the screen to refresh or time-consuming browser reloads. The browser-based display can be viewed on any Tablet for mobile managers or any PC Monitor at a desk or hung up on the wall for all to see.

### What is Displayed?

- Call Queues - one or more
- Estimated Wait in Seconds
- Average Wait in Seconds
- Recipient Count
- Calls Waiting in Session
- Total Calls Received
- Total Missed Calls
- Total Abandoned Calls
- Agents Active & Inactive
- Agents Ready
- Agents Away
- Agents Ringing
- Agents On A Call
- Agents in Wrap Up
- Agents Stats
- Agents On Call Caller ID



### Real Time Statistics (at your fingertips)

MPVEX Call Center real-time statistics will let you know what's going on in the call center second by second, no matter where you are. If you have access to an Internet browser on a PC or Tablet, you have access to MPVEX Call Center real time stats literally at your fingertips. How easy is that!!