



Web-based Agent and Manager Workplace

Within the **effective**[®] Network-Based Contact Center, there is an optional web-based Agent Workplace which allows agents to process calls, e-mails, faxes and text messages, access key statistics in real time, process caller data, etc. We have designed the workplace to provide the most commonly used functionality of premise-based systems in your network.

With the web-based Agent Workplace, it is easy to transform any PC into a contact center terminal and integrate additional agents at any site worldwide, e.g. to deal with traffic peaks and/or lower costs.

The **effective**[®] Network-Based Contact Center also offers an optional web-based Manager Workplace that provides the contact center manager with a web-based overview of all current activities any time and from any place. The manager can access performance data down to the level of call detail records. Web-based online monitoring allows application tracking and call statistics in real time. By monitoring the call status, call duration, or number of active calls, the manager gains a better understanding of the way each particular call is handled. Should it be necessary, the manager can also actively participate in the conversation between a caller and an agent or just listen in and coach the agent by "whispering" instructions to the agent which the caller does not hear. Do you want to learn more about our cloud-based Agent-and-Manager Workplace? [Contact us.](#)

Click Areas of Agent's Workplace to Open Larger Screenshots

| Name | Number | Date |
|----------|------------|------------|
| John Doe | 0000000000 | 2011-10-10 |
| John Doe | 0000000000 | 2011-10-10 |
| John Doe | 0000000000 | 2011-10-10 |

| Name | Number | Connected To | Status | Date | Priority/Type |
|----------|------------|--------------|--------------|------------|---------------|
| John Doe | 0000000000 | 0000000000 | Active | 2011-10-10 | Standard |
| John Doe | 0000000000 | 0000000000 | Disconnected | 2011-10-10 | Standard |