

# Key Features



## Broaden Access to Call Center Reports

A 100% Web-based architecture permits report access from any desktop in your call center, organization, or in the world. All that is required is a Web-browser for fast access to performance metrics.

## Unlimited Supervisor Views

The Web-based administration allows users to view historical and real-time reports at any time without having to install a client- only a Web-browser is needed. There are no restrictions on the number of users that can log-on to the product. There is also no license to limit the number of concurrent users.

## Schedule Email Reports in PDF & Excel Formats

All historical reports can be emailed with the click of a button. A built in report scheduler allows supervisors to schedule historical reports to run at any time. These reports can be sent as email, PDF, or Excel files to agents and supervisors on location as well as to off-site staff and outsourcers.

## Powerful Navigation Functionality

Point and click navigation is simple and straightforward, allowing users to easily drill down into reports. Within three clicks, users can drill down data from real-time all the way to agent-specific data. Users that are familiar with Web-browsing will easily navigate the product.

## Simple Administration

Local Administration means that the administrator can easily add new users, change access levels of existing users, and administer the entire product from a Web-browser- all without involving IT or Telecom staff. No formal training is required for administrators. Administrators can easily monitor and run reports on multiple CMS servers from one simple user interface.

## Ease of Use

No formal training is required for end users; the only requirement is basic knowledge of a Web browser. Critical CMS data is automatically pulled, sorted, and delivered to users. All reports and views are self-descriptive and easy to navigate.

## No Additional Desktop Software / Supports Citrix™ Environments

A central install allows the product to automatically roll out new releases and upgrades to authorized work stations. Because changes are made centrally, there is no need for IT staff to configure, support, or update client machines.

## Permissions Authorization Scheme

Managers, supervisors, outsourcers- even agents, can have varying levels of access to call center performance reports. Access is determined and set by administrators, who can offer users broad or narrow access to call center performance reports.

## About NetLert

NetLert, a Fresche Solutions brand, is committed to creating a better Avaya call center experience. NetLert strives to ensure that every organization using Avaya call center technology obtains maximum value from their investment by enabling call centers to improve operational decision-making with real-time and historical reporting, available anytime, anywhere, to as many people as needed. With NetLert, you can count on a tool that works as promised and a knowledgeable support team available 24/7 to answer questions.

