

adportas<sup>®</sup>

# ACDKall<sup>™</sup>

Management  
v. 1.3





## DESCRIPTION:

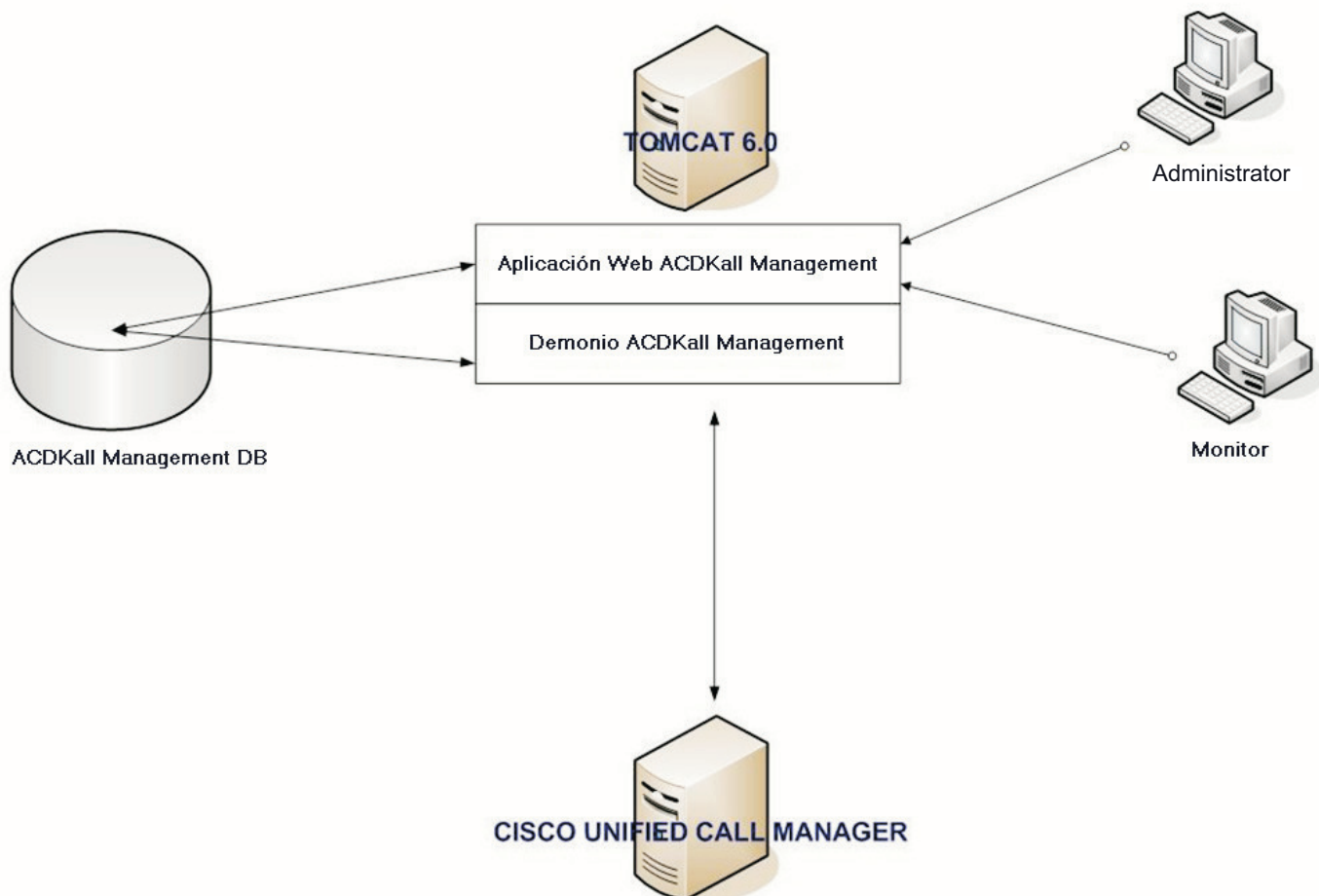
Adportas ACDKall Management is a telephone contactability management system which generates different reports reflecting management levels on incoming calls from users and groups being monitored by the system.

Originally, Adportas ACDKall Management obtains data from the CDR files found in Cisco Call Manager. The service index levels provided are:

- Number of incoming calls, internal and external.
- Percentage of answered, abandoned and redirected calls.
- Percentage of abandoned calls, for example, before and after three rings.
- For redirected calls; the percentage not answered due to a busy extension or programmed redirection. Also for these calls, the percentage answered and abandoned.

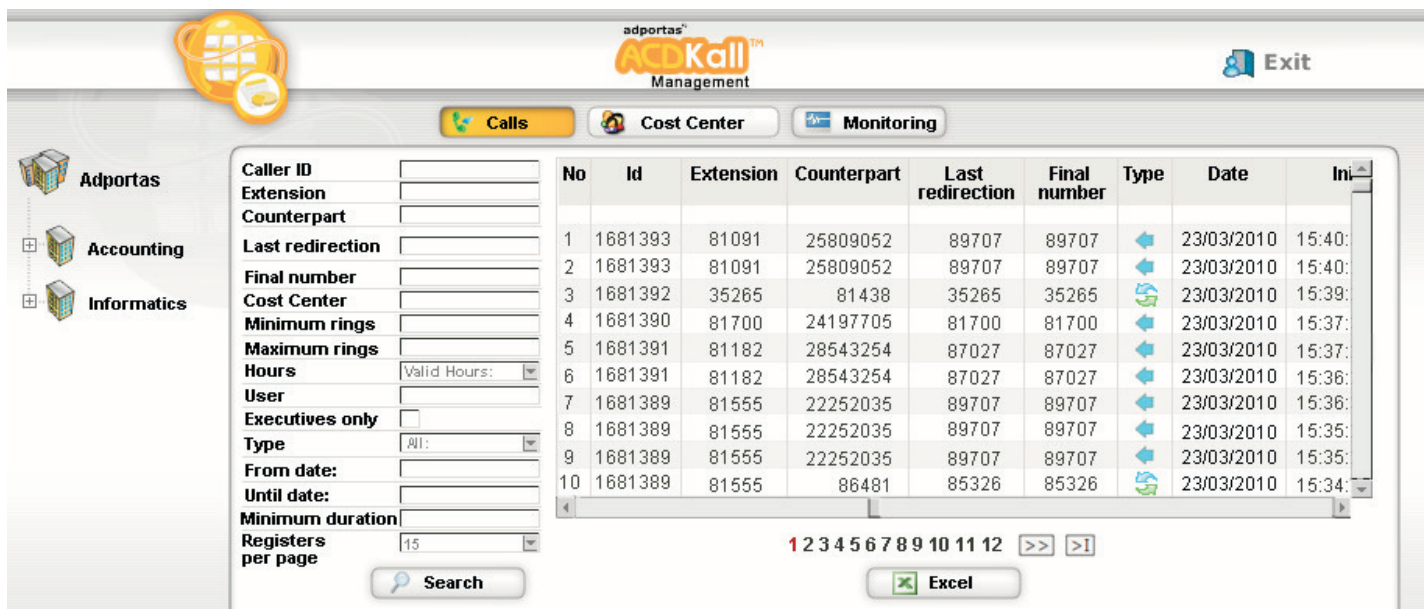
## SYSTEM ARCHITECTURE:

The main architecture is composed of a database server, an application server running with Adportas ACDKall Management (Web Portal) and a call-monitoring demon, a Call Manager, and two different user profiles.



# REPORTS:

## Calls



adportas®  
**ACDKall™**  
 Management

Exit

Calls Cost Center Monitoring

Adportas  
 Accounting  
 Informatics

Caller ID  
 Extension  
 Counterpart  
 Last redirection  
 Final number  
 Cost Center  
 Minimum rings  
 Maximum rings  
 Hours  
 User  
 Executives only  
 Type  
 From date:  
 Until date:  
 Minimum duration  
 Registers per page

No	Id	Extension	Counterpart	Last redirection	Final number	Type	Date	Ini
1	1681393	81091	25809052	89707	89707	←	23/03/2010	15:40:
2	1681393	81091	25809052	89707	89707	←	23/03/2010	15:40:
3	1681392	35265	81438	35265	35265	↔	23/03/2010	15:39:
4	1681390	81700	24197705	81700	81700	←	23/03/2010	15:37:
5	1681391	81182	28543254	87027	87027	←	23/03/2010	15:37:
6	1681391	81182	28543254	87027	87027	←	23/03/2010	15:36:
7	1681389	81555	22252035	89707	89707	←	23/03/2010	15:36:
8	1681389	81555	22252035	89707	89707	←	23/03/2010	15:35:
9	1681389	81555	22252035	89707	89707	←	23/03/2010	15:35:
10	1681389	81555	86481	85326	85326	↔	23/03/2010	15:34:

1 2 3 4 5 6 7 8 9 10 11 12 >> >|

Search Excel

## Cost Center

**Cost Center:**  
 This screen allows to create, modify and eliminate Cost Centers, as well as assigning or eliminating users for any given cost center.

No	Name	Description	Last Modification
1	Informatica	Company	2009-05-13 15:37:15.983
2	Accountants Group specialists	Accountants Group specialists	2009-08-07 17:27:46.903
3	Accountants Group Com. 2	East Group Com. 2	2009-08-07 17:21:03.25
4	Accountants Group Com. 1	East Group Com. 1	2009-08-07 16:27:59.2
5	East Accounting Group	East Group GG.EE	2009-05-27 19:17:15.218
6	Group Business Center 4	Group Business Center 4	2009-08-26 15:37:18.468
7	Group Business Center 3	Group Business Center 3	2009-08-27 18:37:35.483
8	Group Business Center 2	Group Business Center 2	2009-05-27 19:52:12.577
9	Group Business Center 1	Group Business Center 1	2009-05-07 13:17:16.423
10	Accounting	East Group GG.EE.	2009-05-27 19:51:15.123

## Monitoring

**Monitoring**

Accounting: Accounting  
 Previous day: Previous day  
 Start date: 23/03/2010  
 End date: 23/03/2010  
 Valid Hours: Valid Hours  
 Both: Both

Effective search range  
 From: 23/03/2010 08:16:09  
 Until: 24/03/2010 18:56:19

**Client**  
 Internal: 100  
 External: 900

**Incoming**: 1,000

**Executive / Head**  
 24%  
 Answered: 240  
 Abandoned: 60  
 Redirected: 700

**Abandoned Breakdown**  
 1 to 2 rings: 15 (1.5%)  
 Over 3 rings: 45 (4.5%)

**Secretary Pool**  
 Answered: 600 (60%)  
 Abandoned: 100 (10%)

**Redirected Breakdown**  
 10% Unanswered  
 5% Busy  
 55% Programmed

## Requirements:

- CISCO 4.1 IP platform or higher.
- CCM enabled JTAPI.
- CTI enabled user with controlling capabilities over monitored extensions.
- Applications server with web access to the CCM.



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