Q Manager
Makes Teams More Efficient

Making Connections Matters

Busy organizations require a phone system that can do more than simply handle the traffic. Calls need to get answered fast and answered by the person with the most appropriate skills and experience. IPitomy's award winning IP PBX solution has the power and intelligence to handle incoming call volume on your busiest days.

IPitomy Q-Manager can keep your team working at optimal effectiveness with ease. Flexible features make IPitomy the best choice for environments that require a high degree of team integration.

IPitomy is a Pure IP Solution. This makes it the ideal choice when including users and agents that are off site and need to work remotely. With IPitomy, team members can work from anywhere and still be part of the Q Manager Group.

Q Manager provides visibility for all team members. Your team can see who is on the phone at any given time. Text messaging is available to add another channel of communications when someone is engaged in a phone conversation.

Screen pops from any web based application such as Salesforce.com, or any browser based CRM program can be launched using the Caller ID Name and/or Number.

Lowering Costs Is a Big Deal

Sometimes adding efficiency to your business requires simplification. With IPitomy, that's all part of the plan. IPitomy is a fully integrated IP Communications platform. This includes everything you need for a business phone system as well as an amazing suite of applications that round out your communications realm:

- Unified Messaging
- Enterprise Class IP PBX
- Automated Attendant
- 32 Party Conference Bridge
- Conference Console
- Multi Media Trunking - SIP - T1 PRI - Analog
- IPitomy ACD Option - Complete ACD Solution
- Q-Manager Application for Desktop Control
- Support for Remote Users/Agents
- Flexible Inbound Routing
- Advanced Music on Hold Control
- Flexible Outbound Routing
- Call Queuing
- Multiple Call Distribution Strategies
- Web Based Administration
- On Demand Call Recording
- Call Accounting integration
- CRM Integration with Many Popular Programs
- Screen Pops
- Text Messaging

Q-Manager
A Power Tool For Your Company

IPitomy's powerful Q-Manager Solution provides incredible capabilities to get your team operating at maximum efficiency.

Users and Supervisors get the big picture when using Q-Manager. Q-Manager provides insight into all queued calls and User status. All User and Agent Status is encapsulated in a small panel that provides information about the user/agent at a glance. This avoids cumbersome additional screens for displaying information. Displaying all user/agent status in a single panel leaves more room on the screen to get the big picture without complicating training.

Q-Manager can display many more calls in a smaller space than most competitors products while displaying much more information. The screen below shows 39 Agents at a glance. Panels can be resized to suit users preference.
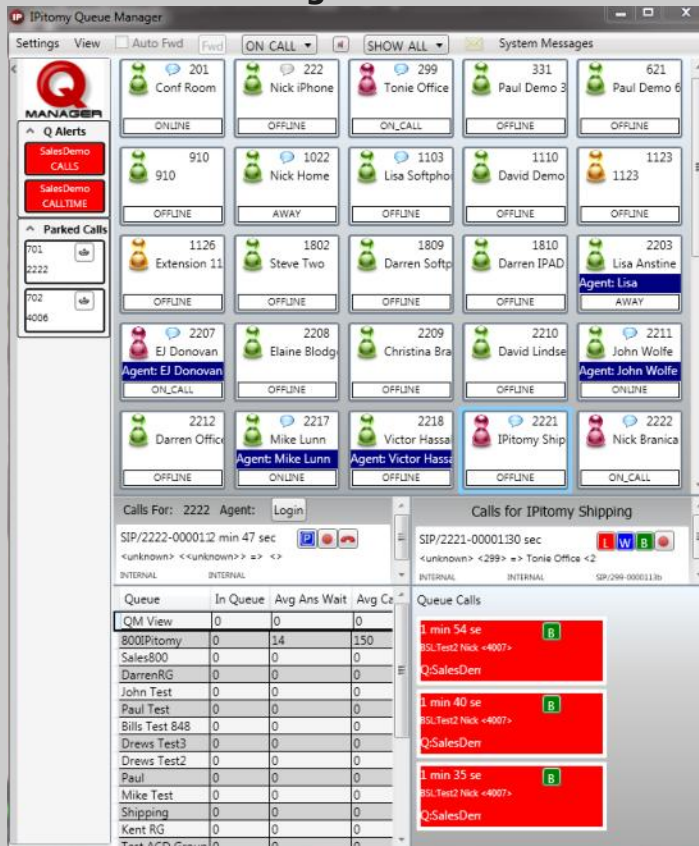
Phone Status Color Coded

Extension Number

Name

Agent Login Status

Presence Status

Agent pause Status (Red when Paused)
Voice
Message Counter

IPitomy Q-Manager Desktop Management Screen

Bring Power to Each Call With Call Control Buttons

Each call displayed contains Caller ID Information, call duration, Call Tracking Codes and Call Control Buttons
Just click on the button to execute the action. Since the buttons are displayed on each call, training is simplified and mistakes are all but eliminated.

Listen   Whisper   Barge   Record

Text Messaging Adds Another Dimension

Supervisors can text with users offering advice and coaching while listening to the call. Private corporate text messaging extends to all users; even mobile phones. Whisper to agents as well as record the call for training later.

IPitomy Conference Bridge Management Screen

IPitomy's Conference Console provides visibility and control over large conference calls. The conference bridge can support up to 32 simultaneous participants.

- Mute/UnMute callers
- Lock Conference for Privacy
- Remove participants
- Caller ID Name and Number Displayed

See All Calls In Queue

When calls are in Queue, an amazing amount of data is displayed on each Queued Call Panel. Time in Queue, Caller ID name and number, dialed number code and queue code are all displayed. Each Call Panel also has a Barge Button to easily pick up the call out of the queue.

Queue Calls

2 min 19 sec [B]	1 min 29 sec [B]	1 min 29 sec [B]
NC:Tim Lee 9413056721	NC:Jan Blue 2124721901	NC:Jimmy Manns 6139892314
Q: Sales	Q: Sales	Q: Sales
0 min 29 sec [B]	1 min 29 sec [B]	1 min 29 sec [B]
NC:Bob Lake 8183358710	NC:Ron Callen 2067213212	NC:Jane Doe 7147893618
Q: Sales	Q: Sales	Q: Sales

Sound The Alarm With Queue Alerts

Q-Manager displays all the calls in Queue and can be configured to set thresholds that will trigger an alarm condition. The Queue Call Panel will turn red indicating an alarm condition. An optional audible tone will be played over the PC speakers until the condition is cleared. Alarms are configured in the IP PBX administration interface.

Drag and Drop Queue Calls

Agents can rescue calls in the queue by clicking the Barge button. Managers can drag calls from the Queue to any User. This allows managers to identify VIP calls and escalate their service level if required.

One Click to Park calls

Agents can click on the park button to instantly park a call. Once the call is parked, the call is displayed in the left menu with the Caller ID.

Parked calls can be retrieved by clicking the park pickup icon on the parked call panel. Calls can also be retrieved from any IPitomy phone by selecting the Park Pickup key on the telephone.

Who is on a Call With Whom

By selecting the User/Agent Panel. the call will be displayed in the Call Display Screen.

When selected, the Caller Panel displays the call information and the call control buttons. The call control buttons allow the manager to listen, Whisper, Pickup the call and Record the call; all with one click.

Real Time Statistics

Get real time statistics on your teams performance. The results are updated throughout the day on the Q-Manager screen so supervisors can keep up on the critical information to keep your operation profitable.

Selecting a Queue from the list of Queues displays individual agent statistics in the Queue as well as a scorecard for the entire queue.

Queue statistics can also be displayed in a web based display on agent desktops or a wall mounted monitor.

Q MANAGER

^ Q-Alerts

Sales Queue Calls

Sales Queue Call Time

^ Parked Calls

701	9023776655
702	2063579625
703	2125138901

Q-Alerts and parked calls are displayed in the left menu area

Alarm indicators are red

Calls can be parked by clicking the icon [P] in the call panel

Parked calls can be retrieve with one click with the pickup icon

SIP / 2236 — 26 sec — [L] [W] [B] [●]
James Brown <9042231048>
Inbound — Inbound — DAHDI/3-1

Queues	In Queue	Ave Ans wait	Ave call length	Answered	Timedout	Abandoned
Sales	1	20	262	23	0	1
Support	2	27	461	60	1	1
VIP	0	2	455	6	0	0
Website	1	22	329	43	0	1

^ Queue Members

Status	Name	Q Calls	Call Time
In Use	** John Allen	23	487
In Use	Mary Smith	18	329
In Use	**Derek lee	21	345
In Use	**Tom Jones	32	490
Unavailable	Pam Ort	20	340
In Use	**Jane Doe	26	442

Empowering Managers

Managers can see all the activity of each User or Agent. Agent groups can be viewed as a Queue group or as part of the entire organization.

Coaching tools are available to manage team members and get the most out of each and every employee. By enhancing each agents performance, profitability is maximized and customer satisfaction is increased. Happy customers are the goal of every company.

It's frustrating to spend marketing dollars on a campaign only to have calls be abandoned when your team is busy. Q-Manager keeps a running list of abandoned calls. Abandoned calls can be called back as soon as possible.

Empowering Users

Every IPitomy user has the ability to be in a queue whether they are in the office or working remotely. Agents can log in using a telephone or by using the Q-Manager screen. With all of the information and power tools at their disposal, Users can be more efficient and perform at optimal level all the time.

Empowering The Team

Every team requires collaboration. Teams can take advantage of IPitomy's Conferencing features to enhance internal and external communications with local and remote agents. IPitomy Q-Manager has a built in Visual Conference Manager that displays all of the participants in the conference. When a participant is speaking, the speakers panel turns red indicating who is talking.

Empowering Business

Every business can benefit from IPitomy Q Manager. Having Queue Manager opened on a desktop instantly creates a team environment. Users who are in the office feel connected to all the other users; local or remote. Remote users feel like they are part of the team and connected to the group.

Supervisors have a better way of managing off site employees and can monitor remote users performance.

Add IPitomy Q-Manager to your business today. Start reaping the rewards of a highly efficient organization.

For a no obligation demonstration contact your IPitomy Dealer: