



CWP

Telephony service level monitoring system

Business success in the modern market depends on excellent customer experience; driving organizations to spend large amounts of time, money and human resources on improving the level of service and availability.

7twenty's CWP boosts the level of customer service and satisfaction utilizing minimal managerial resources. Designed for organizations with or without a formal Contact Center, telephony monitors all customer-facing personnel according to updated KPIs. It also provides real time insights, enabling managerial staff to constantly improve customer service and internal communications by right-scaling teams, changing work procedures, or simply motivating employees.

Integrated to the PABX passively or actively, 7twenty's CWP constitutes an information model of extensions and hunt groups, along with phone calls and callers. It digests this info and then caters real-time dashboards as well as aggregated and historical views of interactions status, service levels, organizational efficiency, and much more. The direct cost and the TCO are incomparably lower than what contact center products require.

Deploying telephony allows you to achieve outstanding results in a short time by enabling easy monitoring, analyzing and improving of service levels across the organization. This results in a dramatic decrease in the number of recurring conversations, while increasing organizational and financial efficiency.

TECHNICAL FEATURES

- Simple integration with Cisco Unified Communications Manager (CUCM), CRM and contact center tools
- Scalable enterprise and cloud deployment
- Hierarchal representation of enterprise structure by organizational units
- Smart dashboards provide all relevant real-time and historical data
- Seamless real-time monitoring and analysis of on-phone responsiveness
- In-call and post-call handling
- Frontend and backend routing
- Substantially lower cost and TCO than contact center products