



# DAK

## Simplified solution for Call Centres

DAK from Komutel is a call centre product that produces all necessary statistics for good management. In addition to making intelligent call distribution, DAK also provides easy maintenance and efficient management of your agents right from your desk.

### CHARACTERISTICS:

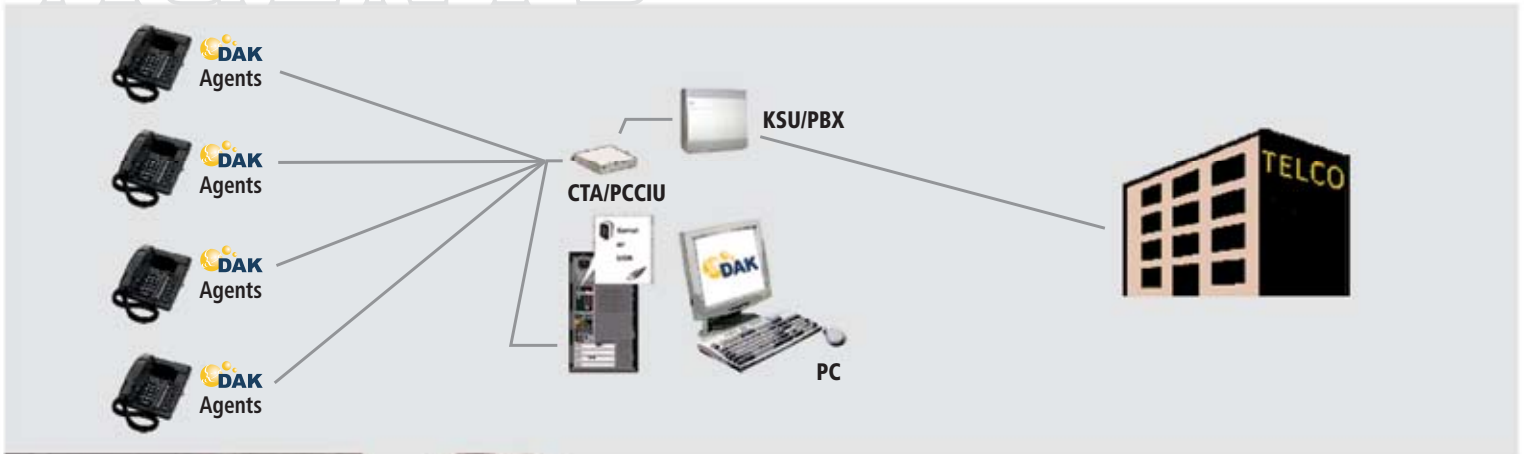
- Reduces telecommunication cost
- Call distribution using call display no (CLID), caller dialled no (DNIS) or by expertise
- Sequential call distribution by groups
- Local management of Agent groups
- Management of priority and undesired calls
- Management of overflow by location, voice mail or other
- Management of unlimited agent groups
- View of local and external staff status (status: busy, occupied, pause, absence, etc.)
- Management of virtual lines from dialled number (DNIS)
- Language: English and French

### STATISTICS

#### (REPORTS & GRAPHS):

- Incoming & outgoing call log with complete information
- Data sorting by :  
dates, hours, agents, telephone operators, lines, etc.
- Occupancy rate by:  
lines, agents, telephone operator, groups, supervisor, etc.
- Number of calls by:  
lines, agents, telephone operator, groups, supervisor, etc.
- Average call duration by:  
lines, agents, telephone operator, groups, supervisor, etc.
- Detailed call list by:  
type (lost, transferred, calls with announcement, etc.)  
agents, telephone operator, groups, supervisor, etc.
- And much more!

# AGENTS



NORSTAR



CENTREX



PBX

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