



DAK

Advanced Contact Center Solution

Komutel Automatic Call Distribution

Intuitive Solutions for Call Centers and Help Desks

Komutel's DAK ACD provides management with the metrics they need to ensure cost effective use of human resources and compliance with service level agreements. Intelligent call routing, real-time statistics and desktop agent management make DAK ACD a great choice for your business!

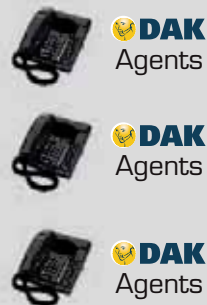
Features

- Intelligent call routing by Caller ID (CLID), dialed number (DNIS) date/time, skillset, etc.
- Call handling equalization within agent groups
- Agent group management by site
- Call management feature to prioritize, forward or block calls based on time/date, CLID or DNIS.
- Manage overflow, transfer to voicemail, etc.
- Manage unlimited queues and agent groups
- Real-time agent status (busy, available, break, etc.) for local and remote sites.
- Virtual line management based on DNIS
- DAK software supports multiple languages

Optional (Web) module enables DAK ACD management via the internet.

Statistics (Reports and graphs)

- Inbound/outbound call details
- Filter by date, time, agent, line, etc.
- Busy rate by line, agent, queue, supervisor, attendant, etc.
- Call volume by line, agent, queue, supervisor, attendant, etc.
- Average human resource cost by line, agent, queue, supervisor, attendant, etc.
- Detailed call report by category (answered, abandoned, transferred, queued, etc.)
- And much more!



Real-Time Agent Statistics



Reports and Analytics

