Allworx® View™ and View ACD

Beautiful Real-Time Dashboards and Historical Call Activity Reports

Make smart, data-driven business decisions from anywhere with Allworx View and View ACD. Allworx View delivers comprehensive historical call activity reports to help you track metrics that drive your business performance. For call center teams, Allworx View ACD provides easy-to-see graphical charts on customizable dashboards to help everyone stay on top of queue and agent stats in real time.

Allworx View Highlights

✓ Create, save, and share call activity reports on demand or auto-schedule them for email distribution.

✓ Choose from six intuitive call activity report templates with advanced data filters.

✓ Easily export call activity reports to PDF or CSV files.

✓ Access reports and dashboards via any modern web browser on any device.

✓ Track call activity data for single- or multi-site Allworx deployments.[1]

✓ Manage the information shown based on each user's permission level.
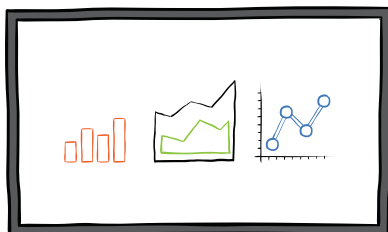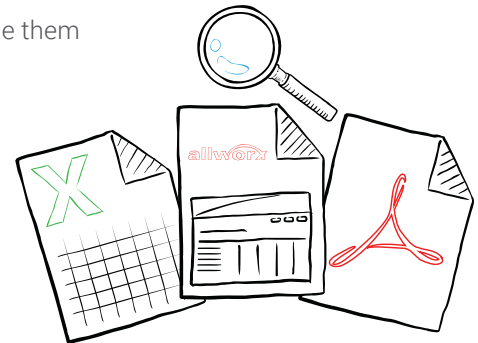
Allworx View ACD Highlights (in addition to all of the View highlights!)

✓ Stay on top of queues and agent performance in real time.

✓ Customize the dashboard using intuitive graphical charts, adjustable font sizes, alarm display options, and more.

✓ Create as many dashboards as you need with full access control.

Allworx View and View ACD are sold as server-wide licenses and run on Windows Server 2008R2 or higher. They require System Software 7.7.5.5 or higher, but the most current System Software is recommended for optimal use of the latest features and enhancements. View ACD requires both Allworx ACD and View software license keys.

Popular Uses

• Tracking outbound call volume by individual agents or employees.

• Tracking inbound call volume by geographic areas or time periods to identify customer trends.

• Measuring incoming calls to specific DIDs associated with advertising campaigns.

• Identifying unmet staffing needs and areas to reduce telecom costs.

• Projecting queue and agent metrics and statuses on a large monitor for call center agents and supervisors in their work area.

• Analyzing Allworx system usage trends for further optimization.

1. To track calls across multiple Allworx sites, Allworx systems need to be configured using Allworx Advanced Multi-Site, and each Allworx system requires a View (and View ACD, if using) software key(s).

Allworx View ACD Dashboard: A Sample Layout

See the Agent and Queue call activity trends using a variety of graphical formats, including Line, Column, Area, and Stacked Area charts.

Use the Single Item widget to create an enlarged text or a dial graphic that represents a single queue or agent statistic.

Lastly, quickly scan agent and queue statistics by adding a colored bar chart that corresponds to the pre-configured threshold alarm levels.

Call Detail Report

Click on any record to see the entire call lifecycle for a specific call(s), including trying, ringing, queued, hold, parked, active, transfer, and complete states.