

## Tapit RT

### A Real-Time Call Center Management Product

Tapit RT, Trisys Inc.'s new call center management product provides real-time access to the status and metrics supervisors need to manage their agents, hunt groups, and call queues.

Supervisors can create customizable dashboard by selecting from a number of pre-defined key performance indicators (KPI), set thresholds and alarms to continuously monitor the "health" of their call center operations. They also can drill down any KPI alarm, status or metric to analyze the cause of exceeding the threshold and take timely corrective actions.

#### **See the state of your hunt groups, call queues, and agents in real-time**

Over 30 pre-defined metrics are provided. All live calls are visible at all times. The number of callers in call queues, average wait time, the number of abandoned calls, and other relevant call queue and hunt group information are at supervisors' disposal in real-time.

The status (i.e. "Available", "On a call", "Busy", "Lunch", "Offline", etc.) of each agent is measured and visible as is the disposition (i.e. "First Call Resolution") of each call along with the number of calls offered, average ring, talk and hold time.

#### **Define KPI alerts on any metric**

KPI alerts warn supervisors when metrics are trending towards unacceptable values and send alarms when they exceed the established thresholds. KPI alerts can be defined for agents, hunt groups, call queues, or phone numbers on any appropriate metric.

#### **Analyze Agent and Hunt Group performance with detailed, precise reports and charts**

The simple, intuitive reporting interface has more than 30 standard reports, charts and graphs that show real-time and historical details about hunt groups, call queues, agents, calls, events, conferences and trunks.



**Minimum Hardware/Software Requirements:**

- Processor: Intel i3 Processor or better
- Memory: 4 GB RAM minimum
- Hard Drive: 120 GB (depending on the number of agents & supervisors)
- OS: Windows Server – 2008 R2/2012/2016 Standard or Enterprise  
Desktop – Windows 7/10 Professional 32 and 64-bit

**Supported real-time interfaces:**

TAPI, SIP (unencrypted), DevLink (Avaya IP-Office), ESTOS (Mitel), AMI (Asterisk), NEC (via TAPI – supported if TAPI driver is available for NEC model)

**Supported PBX:**

Avaya IP-Office, NEC, Mitel, any PBX supporting TAPI or SIP phones

**Tapit RT can run on physical or virtual (VMWare or Hyper-V) hosts**

If Tapit RT is implemented in virtual environment using SIP interface, then a mirroring port on a virtual switch should be configured.

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