The Call Center Performance Solution You Won't Believe!

About Us

Trisys' **TapitRT** combines real-time call center performance management with a customizable dashboard for maximum performance and productivity, to manage and grow your business.

Real-Time Call Center Performance Management

Real-Time Metrics

TapitRT uses real-time data to provide supervisors with live and accurate call metrics. Easily track abandoned call rates, average call time in queue, average speed of answer, and many more!

Agent Timeliness

Manage agent performance by examining the lifecycle of a call from cradle-to-the-grave.
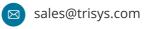
Alerts & Notifications

Every call center has different goals, requirements, and concerns. **TapitRT** was designed to optimize your call center performance, achieve established goals, and improve the bottom line.

Call Center Performance from a 360° Perspective

Trisys' real-time solution provides a wealth of detailed, consolidated and useful information to make well-informed decisions in a timely manner. With **TapitRT**, managers receive accurate, effective results with immediate outcome of call center performance that greatly increases efficiency and reliability, and decreases costs.

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Analyze Agent & Hunt Group Performance Using Metrics & Detailed Reports

With its intuitive dashboard, **TapitRT** provides you with real-time access to manage your agents, hunt groups, and queues. **TapitRT** allows you to seamlessly drill down any KPI, alarm, status or metric to quickly analyze the cause of an alarm trigger, helping you to reestablish efficient call handling.

Custom Thresholds

Establish personalized critical and warning limits unique to your company's benchmarks with on-screen pop-ups or notifications delivered via e-mail or text.

Call Center Reporting

With both standard and detailed reports, charts and graphs, **TapitRT** clearly and concisely illustrates the details about calls, events, conferences, agents, groups, and queues.

Supplementary Modules that Boost Call Center Performance Immediately

Regulatory compliance pressures have never been higher. This is why the **TapitRT** system can be paired with other Trisys call center software solutions. This includes **call recording** to reduce compliance risks, and **agent scoring** to improve internal efficiencies.

Target Environment

TapitRT can run on physical or virtual (VMWare or Hyper-V) hosts.

- If **TapitRT** is implemented in a virtual environment using a SIP interface, then a virtual switch should be configured to enable passing SIP traffic from the mirroring port onto a network switch.

Software Operating Systems

- Windows 7/10 Professional 32 and 64-bit
- Windows Server 2008 R2/2012 Standard or Enterprise

Hardware Minimum Requirements

- Intel i3 Processor or better
- 4 GB RAM minimum
- 120 GB (depending on the number of agents & supervisors)

TRISYS INC.

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