

Elevate Your Contact Center Performance with TeleMate's Observability



We provide key performance indicators that empower you to minimize downtime and maximize performance

In today's customer-centric world, your contact center is the heartbeat of your customer experience. However, complex omnichannel environments often hide critical issues that impact agent efficiency, call routing, and ultimately, customer satisfaction

TeleMate's Observability amplifies its value for organizations with customer-facing contact centers, transforming chaotic data into actionable insights. By intelligently collecting and binding messages, events, logs, and traces from all your omnichannel communication platforms, TeleMate delivers invaluable **Key Performance Indicators (KPIs)**. This empowers you to:

- 1. Optimize Agent Skill Sets:** Gain deep insights into agent performance and identify areas for training and improvement, ensuring the right agents handle the right customer interactions.
- 2. Prevent Call Routing Failures:** Achieve unparalleled visibility into complex IVR call and application flows, proactively identifying and rectifying bottlenecks or misconfigurations that lead to frustrating call routing failures.

Beyond the traditional, TeleMate truly provides **cradle-to-grave visibility** – from the very core of your UC&C ecosystem all the way to your remote workforce. This comprehensive oversight enables IT administrators to swiftly **pinpoint the root-cause of technical issues** affecting your contact center staff, minimizing downtime and maximizing productivity.

Key Capabilities That Drive Your Success:

- 1. Granular Trace Logs (CVP, VXML, ICM levels):** Dive deep into the intricate details of your call flows with specialized trace logs from critical components like Cisco CVP, VXML gateways, and ICM. This unparalleled diagnostic capability ensures no issue goes unnoticed.
- 2. Proactive Call Failure & Zombie Call Identification:** Stop guessing and start knowing. TeleMate automatically identifies and alerts you to call failures and elusive "zombie calls" (sessions that consume resources without active engagement), allowing for immediate resolution and resource reclamation.
- 3. Intuitive Call Flow Test Visualization:** Transform complex call routing logic into clear, easy-to-understand visual diagrams. Test and visualize your call flows to ensure optimal customer journeys and prevent routing errors before they impact service.
- 4. Enhanced Performance & User Experience for Remote Agents:** Address the unique challenges of your remote contact center staff. TeleMate provides specific insights into their connectivity and application performance, ensuring they have the tools and stability needed to deliver exceptional service from anywhere.
- 5. Real-Time Notifications:** Stay ahead of problems with immediate alerts. Get notified the moment critical thresholds are crossed or issues arise, enabling rapid response and minimal disruption to your customer service.



Ready to transform your contact center into a powerhouse of efficiency and customer satisfaction?

Discover how TeleMate can provide the clarity and control you need.

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