BICOM
SYSTEMS

AQMON
... Advanced Simplicity
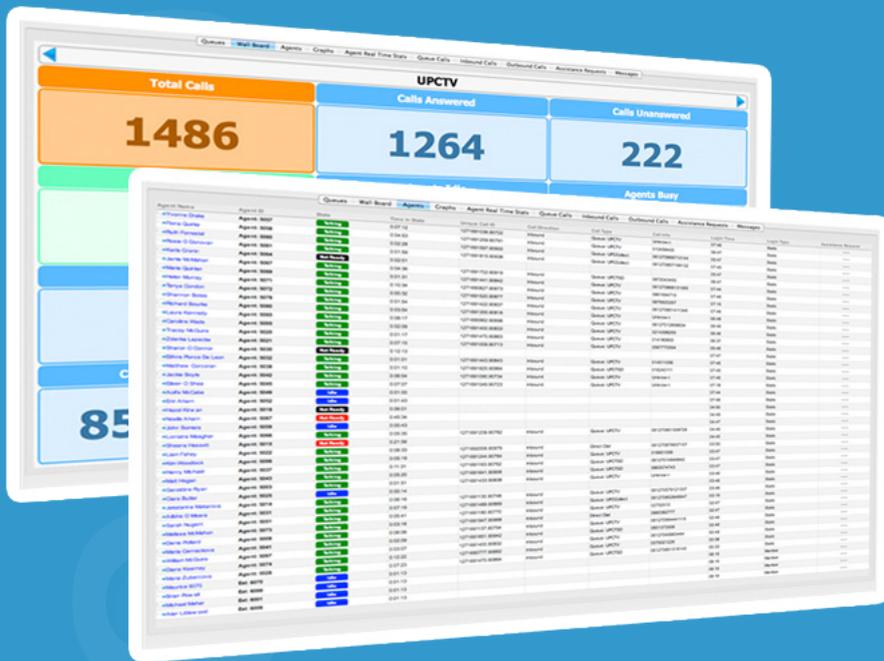
AQMON
Call Center Desktop Application

AQMON gives you real-time control and monitoring tools quickly and without stress

AQMON allows Call Center Agents and Supervisors to monitor queues and agents' status in real-time.

Agents can view real-time queue statistics on a large LCD screen. Supervisors, on the other hand, can monitor the comprehensive and detailed real-time statistics on agents.

Supervisors can view all agent activity and hang-up and transfer calls as well as monitor queues, the number of calls waiting, agent status, etc.

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General Features
- Full Screen View
- Monitor Slide Show
- Call Details
- Queue Staus
- Agent Status

Real Time Wallboard
- Calls Statistics
- Agents Status
- Average Waiting Time
- Percentage of Answered/Unanswered Calls
- Service Level

Real Time Agents Status
- Agent State
- Unique Caller ID
- Call Info, Type & Direction
- Login Time & Type
- Assistance Request

Queues Real Time Details
- Calls Details
- Members Status
- Average Wating Time
- Service Level

Real Time Graphs
- Received Calls
- Average Wait Time
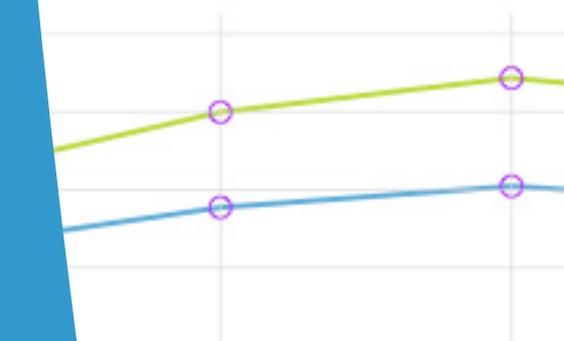- Answered/Unanswered Calls
- Current or Specified Time

Total Calls

1486

Calls Waiting

22

gent ID	State
gent: 5057	Talking
gent: 5058	Talking
gent: 5060	Talking
gent: 5061	Talking
gent: 5064	Not Ready
gent: 5067	Talking

28   37

16:45   17:00

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Agent Real Time Stats
- Agent Details
- Number of Calls
- Average Talk/Idle Time
- Total Logged-in Time
- Total Not Ready Time

Real Time Inbound & Outbound Calls
- Caller ID
- Trunk name
- Location
- Location Number
- Duration in current Location
- Total Call Duration
- Call From
- Call To
- Call Duration

Real Time Messages
- Message From/To
- Date/Time
- Message Body

Assistance Requests in Real Time
- Agent Details
- Date/Time
- Agent Notes
- Request Status
- Request Completed by

Authorization Tool
- Easy Queues & Agents Permission Management for Supervisor Edition

1271692014.90983	9666
1271692009.90982	9666
1271692006.90978	9666
1271692005.90977	9666
1271691988.90975	9666
1271691981.90974	9666
1271691967.90972	9666
1271691925.90964	9666
1271691905.90958	9666
271691875.90946	9666
271691863.90945	9666
271691862.90944	9666
271691851.90942	9666
271691828.90941	9666
271691825.90940	9666
271691815.90938	9666

AQMON Permissions Managem

General Queues Agent

.8.7

- ☐ Agent Real Time Stats
- ☐ Queue Calls
- ☐ Inbound Calls

- ☐ Log Out Agents
- ☐ Spy Agents

Bicom

SYSTEMS

Vision Statement
We Unify Communications

Mission Statement
We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview
Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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