



FUTURE DIGITAL 360

Corporate Business Innovation
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INFORMATION TECHNOLOGY EXPERT

We are known for fuse businesses with an advance technology. We connect business globally to create a better more secure future with our Communication Solution, Manage Network / IT Services, Cyber Security & Multi Functional Products.



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YEASTAR P-SERIES CLOUD EDITION

it provides a set of predefined reports concerning detailed information about call center performance.

Powerful Agent & Supervisor Tools, All in One Queue Panel

Provide your team with all the tools they need to be more productive and responsive in one unified web-based Queue Panel. Enable ultimate ease of use and productivity with visual call management and full access to agent & supervisor capabilities such as Call Monitor, Call Transfer, Recording, Agent State, Log-in, Log-out and more – in one single interface.

Yeastar P-Series divide reports into two categories:

Queue performance and Agent performance.

- **QUEUE PERFORMANCE REPORTS:** The queue performance reports give you insight into the work efficiency of one or more queues over a period of time, and help you evaluate the performance of each queue.
- **AGENT PERFORMANCE REPORTS:** The agent performance reports give you insight into the performance of one or more agents, and help you evaluate if every agent meets the expectations of your call center over a period of time.

