

## x-caracal - Care for and control the performance of your sales team

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### x-caracal - Care for and control the performance of your sales team

x-caracal is the light, agile and effective ACD stats solution that provides you with all the data you need to stay in control of your business.

ACD stats enable businesses to measure their sales performance, improve the customer service levels, and take data-driven decisions.

The problem is that most ACD stats are:

- too heavy to install and to use (which makes them out of reach for SME)
- provide you only with partial statistics, since they are not fully integrated into the company communication system (e.g. mobile devices of agents are monitored).

Unlike other ACD stats, x-caracal is:

- **Light:** browser-based and cloud-hosted, no installation is required
- **Agile:** provides you with constant feedback on the quality of your customer interactions and what needs to be improved
- **Effective:** fully integrated into the Wildix communication system, and monitors all agents' devices including mobile.



# x-caracal

x-caracal is a built-in **Business Intelligence** tool that helps you minimize time-wasting activities and focus on increasing customer satisfaction and sales.

## x-caracal dashboards overview

- **Realtime** - real-time statistics by queue/ by agent
- **Distribution** - call distribution reports by day, by week, by hour, by agent etc
- **Answered** - detailed information and reports regarding answered calls
- **Unanswered** - detailed information and reports regarding unanswered calls
- **Agent** - helps you measure the performance of your teams
- **Search** - enables you to find information about any specific call

**Answered Dashboard: by Agent**

Filter

Search:

Agent	Received	Completed	Transferred	% Calls	Talk Time	% Talk Time	Avg Talk Time	Ring Time	Wait Time	Avg Wait Time	Max Wait Time
Adam Sayer	9	9	0	8.49 %	00:02:02	0.91 %	00:00:13	00:02:05	00:00:00	00:00:00	00:00:00
Chris Lloyd	2	2	0	1.89 %	00:00:17	0.13 %	00:00:08	00:00:14	00:00:11	00:00:05	00:00:11
Giulio Alfieri	33	33	0	31.13 %	01:25:12	38.13 %	00:02:34	00:03:31	00:03:45	00:00:06	00:01:20
Graham Dixon	5	5	0	4.72 %	00:02:14	1.00 %	00:00:26	00:00:39	00:00:26	00:00:05	00:00:10
Kellie Barrett	30	25	5	28.30 %	01:27:47	39.29 %	00:02:55	00:06:17	00:02:05	00:00:04	00:00:21
Nicola Giovanazzi	5	5	0	4.72 %	00:04:35	2.05 %	00:00:55	00:00:32	00:01:34	00:00:18	00:00:47
Rino Milli	21	19	2	19.81 %	00:36:51	16.49 %	00:01:45	00:02:11	00:00:37	00:00:01	00:00:09
Sergey Brovkin	1	1	0	0.94 %	00:04:28	2.00 %	00:04:28	00:00:21	00:00:22	00:00:22	00:00:22
<b>Total</b>	<b>106</b>	<b>99</b>	<b>7</b>	<b>100.00 %</b>	<b>03:43:26</b>	<b>100.00 %</b>	<b>00:02:06</b>	<b>00:15:50</b>	<b>00:09:00</b>	<b>00:00:05</b>	<b>00:01:20</b>

Showing 1 to 8 of 8 entries

Previous 1 Next 10

Answered by Agent  
Number of Calls per Agent

34

Answered by Agent  
Total Time per Agent (seconds)

5399

**Realtime Distribution Dashboard**

Filter

Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
Com-WMS	Giulia Sona	Not in use	00:00:00			1	No info	0	
Com-WMS	Rino Milli	Not in use	00:00:00			1	94 min. ago	2	
Com-WMS	Giulio Alfieri	Not in use	00:00:00			1	4591 min. ago	0	

Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
BKU-Com-WMS	Ivan Michelazzi	Busy	00:00:31		FDC	1	No info	0	
BKU-Com-WMS	Rino Milli	Not in use	00:00:00			1	No info	0	
BKU-Com-WMS	Daria Koval	Not in use	00:00:00			1	No info	0	
BKU-Com-WMS	Giulia Sona	Not in use	00:00:00			1	No info	0	
BKU-Com-WMS	Giulio Alfieri	Not in use	00:00:00			1	No info	0	

Queue	Agent	State	Duration	Caller ID	Queue	Penalty	Last in Call	Calls	Actions
Apriporta1	Elisa Ceola	Ringin	00:00:12		support	1	No info	0	

Realtime Distribution Answered Unanswered Agent Search

Distribution Dashboard: by Queue

Filter

Search:

Queue	Received	Answered	Unanswered	Abandoned	Transferred	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
Accounts_UK	28	22	0	1	5	00:00:04	00:03:11	1	78.57 %	3.57 %	78.57 %
BKU-Amm-WMS	10	5	0	5	0	00:00:35	00:00:55	1	50 %	50 %	50 %
BKU-Cor-WMS	7	1	0	6	0	00:00:54	00:10:10	1	14.29 %	85.71 %	0 %
Com-WMS	57	51	0	4	2	00:00:05	00:02:06	1	89.47 %	7.02 %	89.47 %
NOC_24x7	1	1	0	0	0	00:00:22	00:04:28	1	100 %	0 %	100 %
NOC_internal	10	0	0	10	0	00:00:05	00:00:00	2	0 %	100 %	0 %
Wildix_UK	19	19	0	0	0	00:00:01	00:00:19	1	100 %	0 %	100 %
Total	132	99	0	26	7	00:00:09	00:02:06	2	75 %	19.7 %	74.24 %

Showing 1 to 7 of 7 entries

Previous 1 Next 10

Distribution by Queue

Distribution by Queue

52 Answered 625 Avg Wait

## Licensing and requirements

- WMS 5.03 or higher
- Cloud or Virtual PBX
- Recurrent fee per each PBX (both for standalone PBXs and in case of WMS network)
- 1 Premium license (for the manager) + a minimum of 10 Business/ Premium licenses (for the agents)

### Notes:

- At least 1 Premium and at least 10 Business licenses are required for the activation
- Each user with Premium license gets access to x-caracal
- Only call events generated by users with Business/ Premium licenses are logged by x-caracal (each call agent needs at least a Business license)
- 1 Premium license allows you to monitor up to 50 call queues (Call groups)
- On Virtual PBX, MYSQL server is required to set up x-caracal database

### Use Cases:

- 1 manager needs to monitor 20 agent: you need 1 Premium for the manager + 20 Business/ Premium for the agents
- 2 managers need to monitor 10 agents: you need 2 Premium for the managers + 10 Business/ Premium for the agents
- 1 manager needs to monitor 8 agents: you need 1 Premium for the manager + 10 Business/ Premium for the activation of the feature (8 Business/ Premium licenses must be assigned to call agents)

## List of features

**Real Time stats and actions.** Queue Summary (Queue, Waiting, Agents, Logged Off, Busy, Paused, Answered, Unanswered, Abandoned, Abandon Rate, Avg Wait, Avg Duration, Max wait time), Agent Status (Queue, Agent, State, Duration, Caller ID, Queue, Penalty, Last in Call, Calls, Actions\* (pause/ unpause/ logoff)).

### Predefined Reports

- **Distribution:** Distribution Summary, Total Calls (Number of Received/ Answered/ Unanswered/ Abandoned/ Transferred Calls, Unanswered/ Abandoned Rate); Distribution by Queue/ Month/ Week/ Day/ Hour/ Day of Week, and Detailed Distribution Report.
- **Answered calls:** Answered Calls Summary, Total Answered Calls, Service Level, Answered by Queue/ Agent/ Disconnection cause/ Call Length, Transfers, and Answered Calls Detail.
- **Unanswered calls:** Unanswered Calls Summary, Total Unanswered Calls, Service Level, Disconnection Cause, Unanswered by Queue, and Unanswered Calls Detail.
- **Agent reports:** Agent Summary, Agent Totals, Agent Availability, Pause Detail, Call Disposition by Agent, and Full Agent Report.

**Inline Help.** While browsing through different reports and grids you can see prompts with detailed information about each step in the call activity flow. These inline prompts help you read the data easily. Hover the mouse over colored words/ phrases to see the tooltip.

**Charts.** Charts are available for multiple types of predefined reports. Hover the mouse over each bar to see detailed information. Export in PNG available for all charts.

**Advanced Search.** Looking for information on a specific call? A search form allows you to find a quick result. Search by Date/ Queue/ Agent/ Event/ Wait Time/ Talk Time/ Phone Number/ Overflow, Unique ID.

**CSV, PDF, XLS export.** Available for all the predefined reports. Each grid has its own export icons.

**Detail Drill-Down Grids.** Results grouped in each grid can be viewed in detail by clicking on the plus icon.

**Event-driven real-time stats.** The reports are updated each time an event has been logged without any delay.

**Access Control Levels.** Assign different roles: user, admin, supervisor and agent. Define which queue or agent can be audited per role or even per user.

**Scheduled Reports.** Select multiple reports to be sent via email on specific days in specific hours.

**Alarms\*.** Notification to email in case a specified variable inside a report has exceeded a given value.

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\* coming in future versions