

DONOMA ONEVIEW

Communication Analytics for Cisco Voice Platforms



INSIGHT FOR AGILITY, COST SAVINGS & COMPETITIVE ADVANTAGE

When communications count, people pick up the phone. That means your voice system is the conduit for your organization's most important interactions:

- Customers.
- Prospects.
- Vendors.
- Employees.

Each call leaves a trail of valuable data that until now was difficult to access.

Donoma OneView turns your organization's communications activity into actionable insight for better operational decisions. Not only for IT, but also for department managers too.

- Save money.
- Optimize staffing to match peak activity times.
- Meaningful metrics for activity reporting.



Intelligence

Performance alerts support rapid response when problems arise. Call flow animations make it easy to see problem areas. Automated report delivery streamlines insight sharing.



Intuitive

It's easy to start gaining insight in minutes. No technical skills needed. From detailed stats to operational trends and supporting visuals.



Integrated

Call flows and team activity is tracked across the entire organization. Spans multiple locations, clusters and has optional integration with Cisco Call Center Express.

Donoma Software

info@donomasoftware.com

www.donomasoftware.com

(866) 265-2770