



# Call Reporter Pro2

## Supervisor Software

The **Call Reporter Pro2 (CRP2)** is the supervisor software interface for the BackOffice 4IP, SIP Trunk Recorder, PRI/BRI MultiCorder and Dig04/16 recording solutions from Intelligent Recording.

The CRP2 software is the main interface to search for and act upon recorded call data.

### Key Features Include:

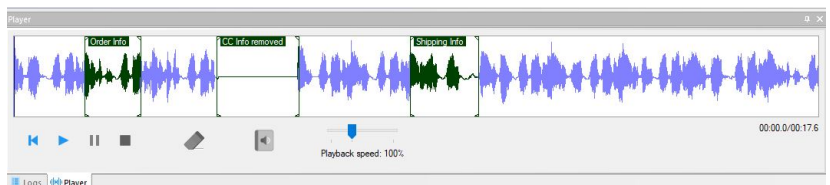
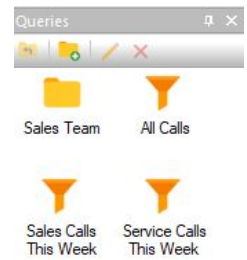
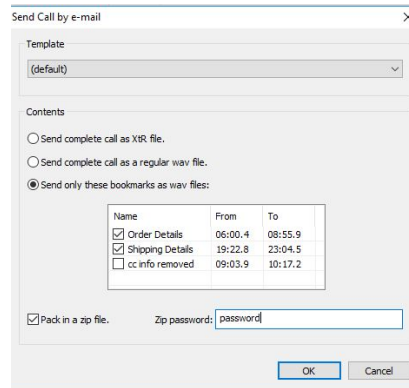
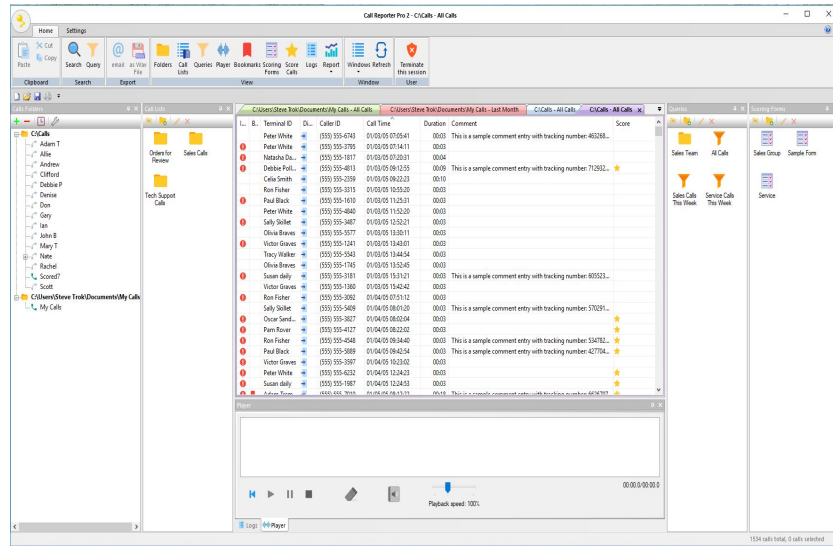
- **Immediate Search Results.** The CRP2 has been enhanced to retain all file indexing , even after closing the application or restarting your PC. This results in immediate search results, even for calls in a large archive.

- **Predefined Query** creation also speeds searches to defined groups.

- **Multiple Books Marks** can be added to a recording to highlight important parts of a call or to identify portions of a call to email or export.

- **Speed Playback Control** allows the user to speed through a recorded call, saves time when reviewing large volume of calls.

- **Erase** portions of recordings. This is useful when a recording needs to be shared but it contains sensitive information such as credit card info or personal info that is not appropriate to be shared or emailed.



## Reporting Based on Call Activity:

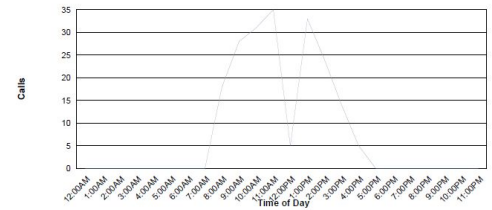
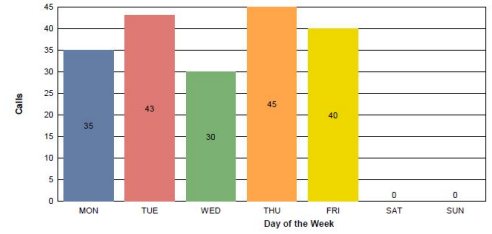
Reports based on any date criteria desired. Summary and full detailed reports (not shown) by agent is available. Reports can be exported to PDF, XLS, Crystal Reports and other formats.

### Calls Report

Calls from: Thursday, September 7, 2017 8:42:00AM  
 To: Thursday, September 28, 2017 3:58:00PM  
 Generated on: 10/5/2017 at 10:47:23AM

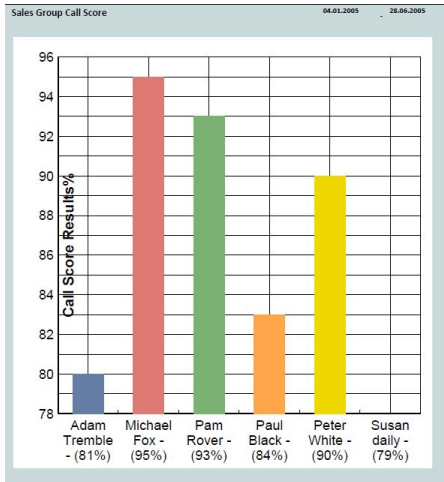
Terminal	Incoming Calls			Outgoing Calls			Total Calls		
	Count	Ring Avg	Duration Total	Count	Avg	Duration Total	Count	Avg	Total
Steve Trok	108	00:00	09:32 17:10:10	85	09:36	13:35:32	193	09:34	30:45:42
<b>All terminals</b>	<b>108</b>	<b>00:00</b>	<b>09:32 17:10:10</b>	<b>85</b>	<b>09:36</b>	<b>13:35:32</b>	<b>193</b>	<b>09:34</b>	<b>30:45:42</b>

Time Distribution



## Call Scoring & Agent Reports :

Grade calls based on predetermined criteria that is customized for your needs.



Question	Weight	Percent
1 GREETING - How positive was the greeting and introduction?	3.8/5	4.9%
2 KNOWLEDGE - What was the ability to answer and satisfy questions?	10.0/10	13.2%
3 UNDERSTANDING - How well did we demonstrate an understanding of the prospect	2.5/5	3.3%
4 OFFER - Was an evaluation version offered?	6/6	7.9%
5 WON/LOST - Did the sale close?	50/50	65.8%

Complete. Score: 72.3/76 (95.1%)

### Operator Evaluation Report

**Extension Mary Jackson**  
 Summary for call from (655) 655-2553  
 Date / Time : Tuesday, April 5, 2005 10:51:00AM  
 Duration: 00:04  
 Comments:

**Evaluation Form: Sales Group**  
 Evaluated by: Steve Trok  
 Date: 10/11/2017 4:31:00PM

Question	Score	Weight	Points
1 GREETING - How positive was the greeting and introduction?	★★★★☆	3.75	5.00
2 KNOWLEDGE - What was the ability to answer and satisfy questions?	★★★★★	10.00	10.00
3 UNDERSTANDING - How well did we demonstrate an understanding of the prospect needs?	★★★★☆	3.75	5.00
4 OFFER - Was an evaluation version offered?	Yes	6.00	6.00
5 WON/LOST - Did the sale close?	Yes	50.00	50.00
<b>Total</b>		<b>73.50</b>	<b>76.00</b>
<b>Score:</b>		<b>96.7 %</b>	

**Extension Mary Jackson** **Average: 96.7 %**

Group reports and individual agent reports available and can be easily exported.

Turn your call recording application into a training and employee evaluation tool!

## Contact Us:

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