



Do we all need this much information?

Different People, Different Data

Your employees do not all perform the same function and should not be provided with blanket data and canned reports.

Each individual, from the highest level executive to the agents, should have access to information specific to their functional areas and responsibilities.

Enterprise Authority, the industry's first contact center resource management product, helps users collect, monitor and analyze all information generated at the contact center and enterprise levels.

User Specific Information

Enterprise Authority offers the flexibility of distributing subsets of information to different users through a series of portals designed and customized to meet each contact center's unique business objectives.

Any user can be granted access to any combination of data being collected within the contact center.

Each piece of data can be measured and converted into actionable, proactive business intelligence.



Proactive Business Intelligence

Enterprise Authority's reach and functionality extend beyond traditional business intelligence technology.

The Enterprise Authority DREAM engine enables users to cause any data element to trigger one or multiple actions based on real time conditions. Any given data value can alert a different individual each time the value fluctuates.

Don't leave valuable business decisions up to chance. Leverage our timely and reliable delivery of accurate information and decide with Authority.

