

EliteView[®] Trial Program

Real Time NICE IEX WFM Server Status



Group Elite Communications is proud to announce the release of EliteView[®] - a real time server status solution designed specifically for NICE IEX Workforce Management. We are celebrating this event by offering a free 60-day trial of the software.

What it is

Your workforce management platform runs your contact center. Keeping it up and functioning smoothly is critical and, until now, there has been no easy, automated way to ensure maximum uptime.

EliteView[®] is a front-end application for Group Elite's Managed Services Offering (MSO). With the EliteView[®] Trial Program, you will get to experience many of the benefits our MSO customers enjoy today including:

- Real time view into status for all critical IEX services and processes
- Proactive e-mail notifications of issues and resolutions
- Streamlined resolution and case creation processes
- Greatly improved speed to issue resolution



Technical

- Fully compatible with NICE IEX v6.x
- Low footprint application running as a service and installed on your NICE IEX servers
- B2B VPN access methods are supported (for GEC NOC monitoring)

For additional details visit www.groupelite.com/eliteview