



Infortel Select®

with

Contact Center Reporting

ENHANCED CISCO CONTACT CENTER METRICS, ACROSS MULTIPLE CONTACT CENTER SYSTEMS

Infortel® Select is ISI's Unified Communications reporting and analysis solution which serves as a centralized repository of call activity from virtually any VoIP or legacy PBX platform on the enterprise voice network. Infortel Select handles collection, normalization, secure storage, and reporting to meet a variety of corporate telecom usage management needs including: Traffic Analysis, Network Planning, Employee Productivity, Device Utilization, Historic Call Archive, Chargeback, Abuse & Misuse Detection, and Contact Center Metrics.

Infortel Select Contact Center Reporting is an option that can be added to an Infortel Select UC reporting solution to enable collection and processing of contact center metrics from Cisco UCCE, PCCE and UCCX Contact Centers to gain visibility into Queue and Agent level information that is not available from call detail and call management records produced by the Cisco UCM cluster.

The Infortel Select Contact Center Reporting Option was created to fill the gap in Cisco's native Contact Center reporting application, bring Contact Center metrics into Select's Report Designer for easier custom Contact Center reporting, and to enable end-users to leverage Infortel Select for single pane-of-glass visibility into contact center and non-contact center activity.

"When we deployed Cisco UCCX in our Contact Centers, we quickly realized that we needed more visibility and metrics than the reporting application provided. We had to run reports on each UCCX before we could export to Excel and summarize the data. We needed an application that could handle multiple UCCX systems and report on all agents. Infortel Select with the UCCX option delivered exactly that! //

Jim K.
- Contact Center Manager

Key Capabilities

Infortel Select Contact Center Reporting fills the following gaps in Cisco's native reporting tools:



Custom Report Designer for Summary and Detail Metrics

Infortel Select's integrated Report Designer supports expanded field choices, including contact centers, to create your own custom Contact Center reports, with queues, agents, and all the related metrics.



True Historic Trend Reporting of Contact Center Metrics

Infortel Select allows the end-user to define retention time for collected contact center metrics, creating a historic database of key queue and agent stats that may be reported upon at will through Infortel Select's reporting tools.



Association of Agent and Queue Metrics into the Same Report

Infortel Select collects and associates agent and queue information so that, when desired, both attributes of call activity are available for display and analysis within any report.



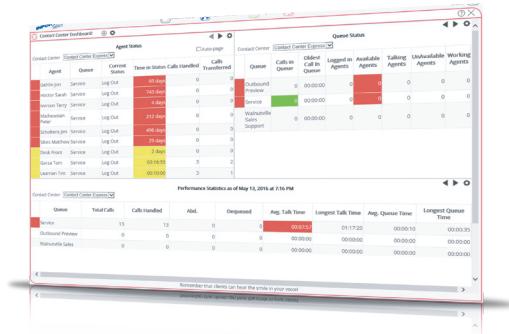
Centralized Reporting and Analysis of Multiple Contact Centers

Infortel Select's multi-platform design inherently collects from any number of data sources and allows reporting users to select which data sources, queues, and agents to include or exclude from any report produced.

Metrics that Matter

When the Contact Center Reporting Option is added to an Infortel Select system, an extensive list of convenient and automated reporting features, that Infortel Select users are accustomed to, become available for an intuitive Contact Center reporting experience including:

- Save criteria/preferences to a "Saved Report" template so that it can easily be called up and rerun without having to recreate your choices.
- Establish a schedule for future automatic one-time (and/or generation of saved) reports.
- Report distribution option to automatically email whole reports to one or many recipients or bursting of company-wide reports to the responsible manager.
- Variety of report output format choices including: PDF, HTML, and Excel; plus flexible data export formats to share metrics with other applications via Excel, Fixed ASCII, and delimited ASCII (i.e. CSV).
- The Contact Center Dashboard provides Real-Time visibility into Queue, Agent and Cumulative Daily Performance Statistics. These three user-customizable views may be used to configure Dashboards tailored to each supervisor's needs.



Report Deliverables

Focused on addressing missing or deficient reports in Cisco's native Contact Center reporting tools, Infortel Select Contact Center Reporting provides the following pre-defined reports with true end-user customizability:

- Contact Center Summary
- Contact Center Detail
- Agent All Calls Summary
- Call Handling Trend
- Contact Center Agent State
- Contact Center Agent Summary
- Contact Center Agent Summary by Day
- Contact Center Call Handling Summary by Hour

- Contact Center Distribution Summary
- Contact Center Queue Activity
- Wait Time Statistics



The Call Handling Trend Report uses historic tracking of key Contact Center metrics to simultaneously display hourly, daily, weekly or monthly trends on multiple metrics such as Total Calls, Calls Handled, Calls Abandoned in Queue, Calls Abandoned at Agent and Calls De-queued. The report can be selectively generated at the Agent, Queue, or Contact Center level. Assessing impact of past marketing events, staff changes, call routing adjustments on productivity and customer service levels, or forecasting future staffing needs.



The Agent Summary Report selectively displays tabular or graphic representation of the Agents active within a Contact Center or Queue and their key performance metrics such as Calls Presented, Calls Handled, Handled Ratio and each Agent's Average and Maximum Handle Time, Talk Time, Hold Time, Wait Time and Idle Time. Summarize Agent performance over a few hours or several months. Assist Contact Center Managers in coaching staff to optimal performance, identifying problem Agents and quantifying Agent performance for review and feedback.

ISI's Infortel Select Contact Center Reporting option satisfies needs that Contact Center Managers have identified with Cisco's native Contact Center reporting and does so at a fraction of the cost of other Contact Center reporting applications. Additionally, a higher quality user experience is realized by Contact Center Managers with integrated reporting of both Contact Center and Non-Contact Center devices available on a single platform.



To learn more about ISI's solutions, please visit our website at www.isi-info.com, email at sales@isi-info.com, or call us directly at 1-847-706-5070