

# Sytel solutions

## reporting & MIS



Up-to-the-minute management information is a vital component of efficient call center management. It provides the detailed intelligence upon which decisions affecting call center performance are based. Decisions such as

- scheduling agent movement between campaigns to maximise productivity and revenue.
- which agents should be allowed to blend inbound and outbound calls?
- how many agents are required to meet the client's SLA targets on campaign?

Both storage and delivery of this data within Softdial Contact Center™ is handled by Softdial Web Reporter™, Sytel's next generation reporting suite.

### Data Storage

Web Reporter utilises in-memory caching, rather than the much slower SQL-based database, to place up-to-the-minute data at your fingertips. No more waiting for scheduled reports - critical questions can be answered in seconds.

### Data Delivery

Web Reporter delivers reports anywhere with an Internet connection - at work, at home or anywhere in between -

### Features

- Comprehensive real time/ historical reports
- In-memory caching for fast reports
- Comprehensive data backup
- Built for hosting in the cloud
- Landlord, Tenant, Campaign, Queue, Agent and Call status and detail views
- Versatile text based data output format support

enabling supervisors, managers and tenant clients to keep their finger on the call center pulse.

### Right here, right now

With Web Reporter, there is no separation between real-time and historical data. Just select a time window and view the report, whether or not it includes data that is changing on the fly. Everything you need is at your fingertips, including drill-down into the data (e.g. by campaign, agent, etc) to pinpoint specific areas.

### Built for hosted deployment

Like all Sytel products, Web Reporter is designed from the ground up for hosted deployment in the cloud, with brick-wall segregation by tenant.

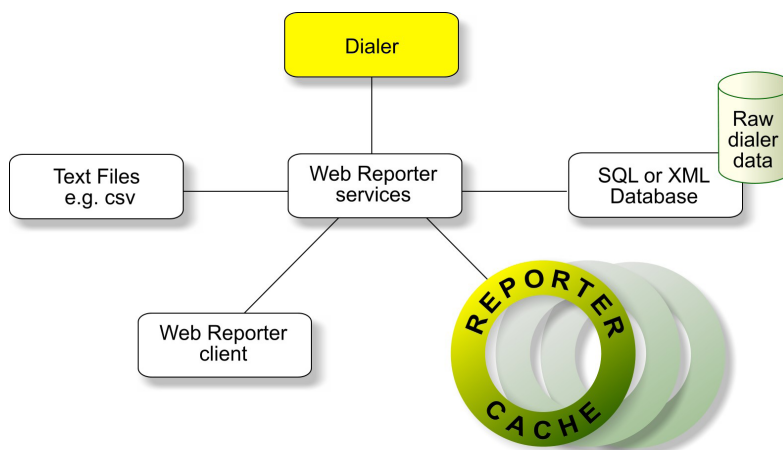


Figure 1 - Softdial Web Reporter™ Architecture

reporting & MIS



### Recovery and failover

In order to facilitate recovery should the worst happen, e.g. power outage or network failure, Web Reporter writes raw dialer data to a back end database, facilitating replay and data capture on demand, even months later, and even while agents are still working. Replica sets of the cache are maintained in real time, so that in the event of failure, service can be redirected without interruption.

### Flexible data feed

For those needing to integrate dialer data with other mission critical information using a standard reporting front end, Web Reporter can be configured to feed data to the storage system of your choice in a number of formats, including CSV, CDR and SQL.

### High scalability

Capacity can easily be increased by adding separate machines running Web Reporter services. Load will be automatically balanced across all available services, so that there is no single point of potential failure.

### High security

Within each tenant, further security can be provided by allowing each user to be assigned access to particular areas only, e.g. team leaders viewing only the campaigns to which they belong.

### Under Development

All Sytel products are constantly under development and expansion. The next release of Web Reporter (scheduled for early 2012), will include...

- **thresholds**, allowing alerts to be sent/ displayed when user-specified criteria are met or exceeded
- **customization**, allowing user configuration of everything from colours and on-screen layouts to data types
- **charting**, providing a range of visual representations of your data, including pie charts, line graphs, etc.

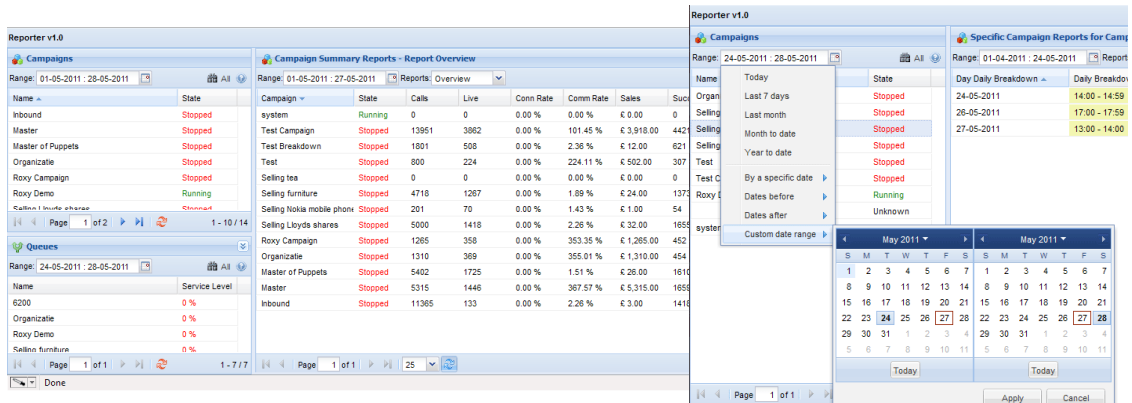


Figure 2 - Example reports in Softdial Web Reporter™

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

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