

Sytel solutions

reporting & MIS



Real time 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?

Similarly, accurate and detailed reporting is essential to accurate client billing. Versatile reporting features allow users to differentiate themselves by offering flexible billing options.

CallGem is at the heart of Softdial Contact Center™ and is responsible for marshalling and controlling all system resources. It is the source of all management and reporting data but, within CallGem®, this information is not in a readily accessible or transferable format.

This is where Softdial Publisher™ comes in.

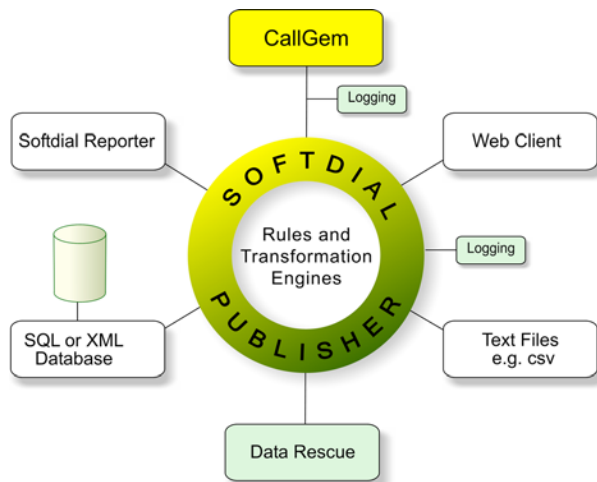


Figure 1 - Softdial Publisher™ Architecture Overview

Features

- User configurable data views via dynamically loaded external XAML templates
- Data views can be textual/numerical or graphical with a selection up to 25 chart formats
- Multi-monitor setup support
- Comprehensive real time and historical reports
- Fast access to historical data through highly optimised XML database schema
- Landlord, Tenant, Campaign, Queue, Agent and Call status and detail views
- Extensible and easily integrated with existing reporting systems
- Versatile text based data input and output format support
- Softdial Publisher™ rules and transformation engine can be configured to process custom data formats.

Security and Resilience

Softdial Publisher™ is designed for deployment in a hosted architecture, with an integrated security model and tenant data segregation. Each tenant runs their own secure Softdial Publisher™ service instance which provides resilience against another tenant service failing for any reason.

Should the worst happen, e.g. due to power outage or network failure, Softdial Publisher™ has built in data logging and recovery features at key points of the system allowing partially processed data to be fully recovered and written back to the database (Fig 1)

reporting



Softdial Publisher™ extracts every detail of every call transaction carried out by Softdial Contact Center™ and, using its powerful Rules and Transformation Engines, Softdial Publisher™ writes this detailed information to a SQL or XML database in a highly accessible format.

Real time or historical information extracted from the database is available over HTTP or TCP/IP in a range of common communication protocols e.g. SOAP, REST. Call cycle detail may also be written to text files in a range of formats such as XML, CSV or textual Call Data Reports.

Installed with Softdial Publisher™ is a full set of pre-configured report tables which contain all of the commonly required data sets covering landlord, tenant, campaign, queue, agent and call session data.

The range of pre-configured reports available is continually being extended with each product update however, if a report is required that is not included in the standard set, Softdial Publisher™'s rules and transform files are XSLT based, making

user configured report customisation a snap.

Reporting Client

Softdial Reporter™ is Sytel's web deployed reporting client which is served with real time and historical data by Softdial Publisher™.

Softdial Reporter™ delivers a highly responsive and configurable Graphical User Interface which includes detachable views, multi-monitor support and charting capability.

Data views may be easily configured by the user using floating and docking view panels for each data set.

This means that users can quickly design their own report screen layouts showing only the specific information they need to monitor (Fig 2).

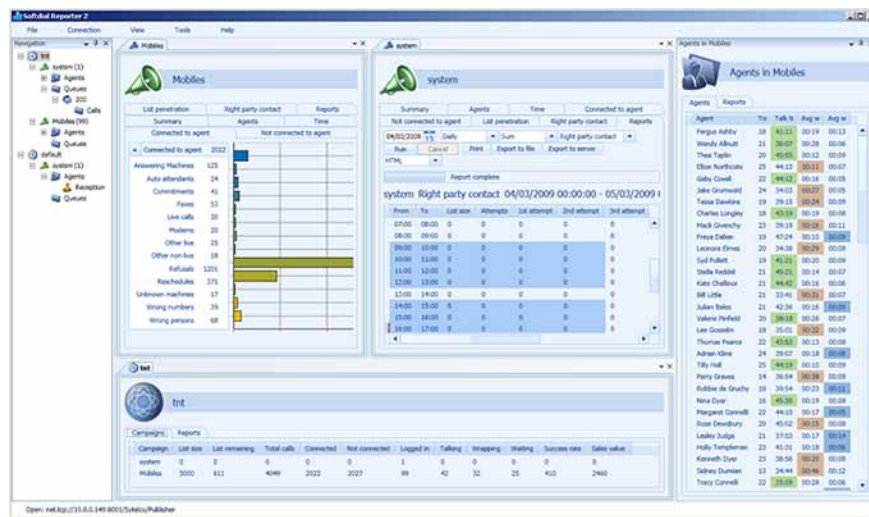


Figure 2 - Example Softdial Reporter™ view

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 40 countries across the world.

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