

UC for Business Snapshot



At a Glance

- Provides real-time contact center performance statistics
- Simplifies call center monitoring
- Optimizes contact center performance
- Empowers agents to proactively manage service levels
- Improves customer service

Overview

UC for Business Snapshot¹ gives your organization a real-time picture of contact center performance. Agents, supervisors and managers can quickly and easily view up-to-the minute data on queue and agent status. Snapshot simplifies the monitoring of your contact center and allows issues to be addressed before they impact customer service.

Business Drivers

Customer expectations are higher than ever when it comes to service delivery. That's why contact center agents and managers need immediate access to current information, presented in an intuitive format that works for them.

Solution

How does Snapshot work?

Snapshot retrieves data from UC for Business (UCB) and displays it in a Silverlight client in a completely customizable format. The statistics are refreshed once every 0.5 seconds to ensure the most current information is displayed. As an added benefit, Snapshot has been designed to prevent burn-in on plasma screens.

Snapshot allows organizations to:

- Clearly communicate key metrics to all contact center staff
- Emphasize the importance your company places on customer care
- Empower agents to proactively manage service levels
- Optimize contact center performance

An intuitive graphical user interface makes it simple for administrators to configure the data presented in Snapshot. Tiles can be added, removed, moved and resized easily. The color, gradient, content and layout of each tile can also be specified. The administrator can also define when each tile goes into alert mode and what color the tile changes to when an alert is activated.

A preview of the customized Snapshot is displayed before the selected options are saved. Templates of pre-configured displays can be stored and retrieved for later use.

With Snapshot, you also get a flexible Web Services interface that uses XML to make a wide range of statistics available to your database or application in real time. Display response times on your website in easy-to-read graphs and tables, or feed contact center data into a third party reporting application. You decide what application you want to interface with and what format your data is presented in.

Benefits

- Delivers up-to-the-minute information
- Ensures key metrics and alerts are highly visible
- Displays statistics in a format that is customized to the audience
- Presents data on a variety of media such as a TV screen, desktop or website
- Communicates data more effectively to both internal and external parties

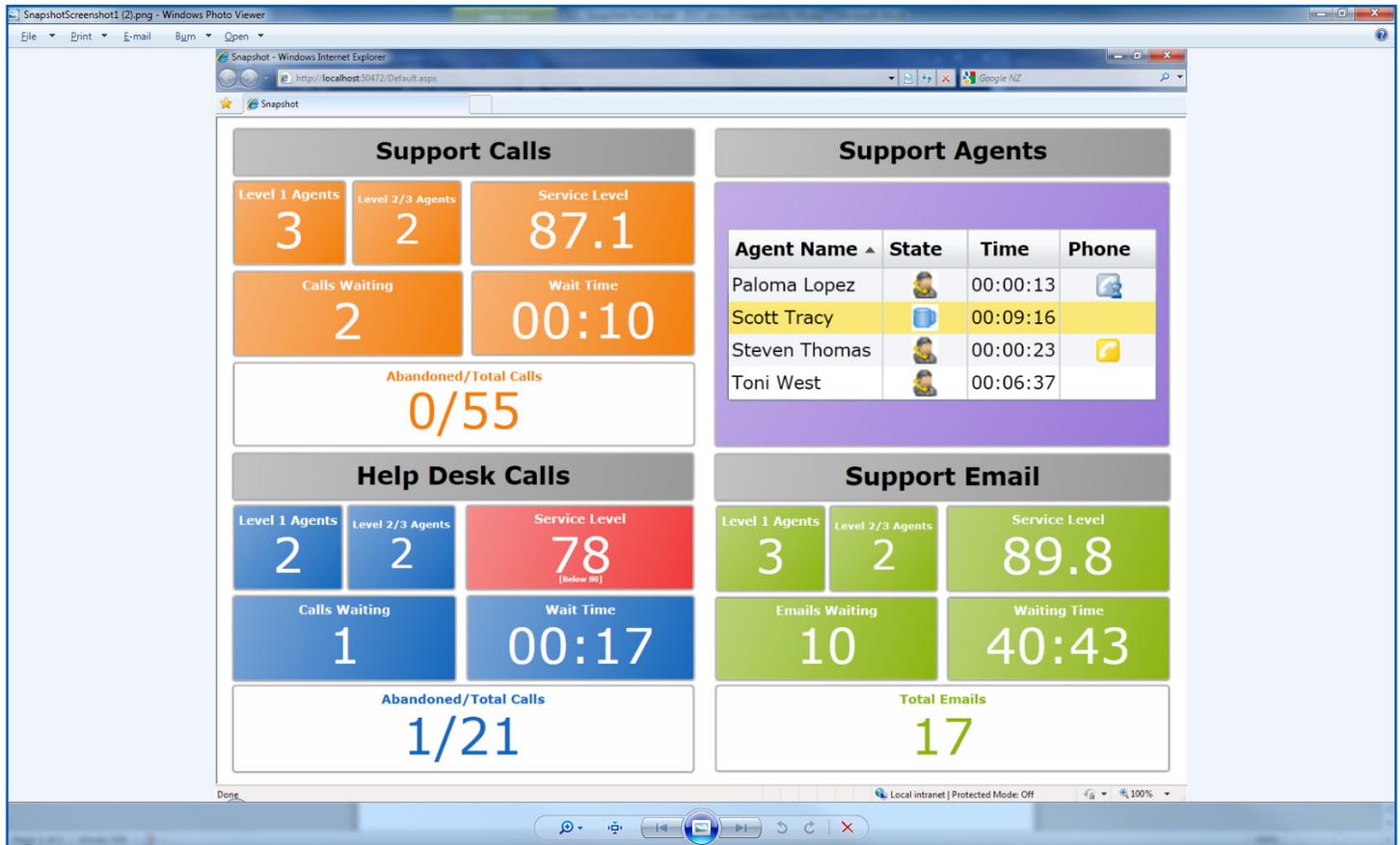


Figure 1. Snapshot is completely configurable using an intuitive administration interface.

¹ Web Server requires Windows Server 2003, Microsoft IIS, ASP.NET; CTI Server requires Microsoft SQL Server 2005/2008; Client requires Silverlight Runtime

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