

Sytel solutions

reporting & MIS



Up-to-the-second performance information is a vital component of efficient call center management, providing the detailed intelligence upon which crucial decisions are based. Storage and delivery of all data on agent, dialer and ACD performance within Softdial Contact Center™ is handled by **Softdial Reporter Web™**, Sytel's next generation reporting suite.

Both real-time and historical

In a single tool, Reporter Web delivers data on current activity, past activity, or a seamless mix of both, updating in real-time. In order to provide high-speed access, including real-time filtering, Reporter Web utilises a noSQL database.

The noSQL model excels in the high-volume, high-speed environment of a distributed/ cloud call center operation, and provides many built-in tools to aid the fast delivery of accurate real-time data.

Reporter Web also puts historical data at your fingertips; no more waiting for large SQL databases to process queries in order to provide historical reports. Reporter Web aggregates KPIs (e.g. average talk time) into 1 hour chunks, enabling highly agile data retrieval.

And if you need to drill down to individual events, all performance data is written to an SQL database for retrieval on demand.

Data delivery to suit you

Whether you prefer to use your favourite report building tool (e.g. Microsoft® Reporting Services, SAP® Crystal Reports,

Features

- Seamless mix of real-time and historical data
- Built for hosting in the cloud
- Data delivery options to suit you
- Tight integration with 3rd party products
- Reports anytime, anywhere, securely in a web browser
- Inbound, outbound and blended reports
- Extensive filtering and drill-down
- Flexible, customisable views
- Print and download to HTML, PDF or Excel format
- Support for custom agent outcomes
- Full localisation support
- Summary and detail views for agent, queue and campaign

etc), a custom web page, or Sytel's own web front-end, the data delivery options can provide just the performance data you need, in the format you choose.

Web-based reports can be displayed securely on any device with an Internet connection - at work, at home or anywhere in between - enabling supervisors, managers and tenant clients to keep their finger on the call center pulse.

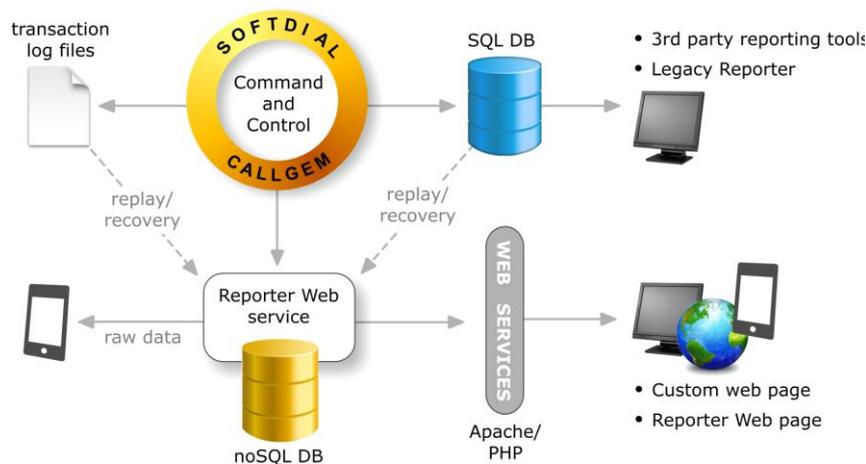


Figure 1 - Softdial Reporter Web™ architecture



- 1) Sytel's web UI
Reporter Web provides a fast, intuitive, web-based reporting front end, offering a wide range of standard reports. A single browser window contains separate views, or 'panes', for campaigns, queues and agents, plus an hourly breakdown. These reports are easy to customise and filter to display exactly the data you need. Each user's favourite report layout, colours and configuration are preserved.
- 2) HTTPS request & response
For users needing to integrate performance data into custom web pages or 3rd party web reporting packages, perhaps combined with line of business data, Reporter Web can return data in HTML, PDF, Excel, JSON or XML format, via a standard, secure HTTPS query (REST) interface.
- 3) SQL query & response
For users needing a standard SQL interface, all performance data is written to an SQL database, ready for querying on demand. For users of previous versions of Sytel reporting, Reporter Web provides an easy-to-use migration tool from SQL to noSQL.

Built for hosted deployment

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

High scalability

Capacity can easily be increased by adding separate machines running Reporter Web services. Load is automatically balanced across all available services (known as *sharding*), providing for both trouble-free scaling, and high resilience, with no single point of potential failure.

Recovery and failover

Reporter Web safeguards performance data against loss, caused for example by hardware or network failure.

- For historical data, Reporter Web facilitates database repair by on-demand recovery/ replay of data from log files, even months later, and even while agents are still working.
- For real-time data, Reporter Web provides for automatic back-up in replica sets, so that in the event of failure, service can be redirected to the back-up (replica) without interruption.

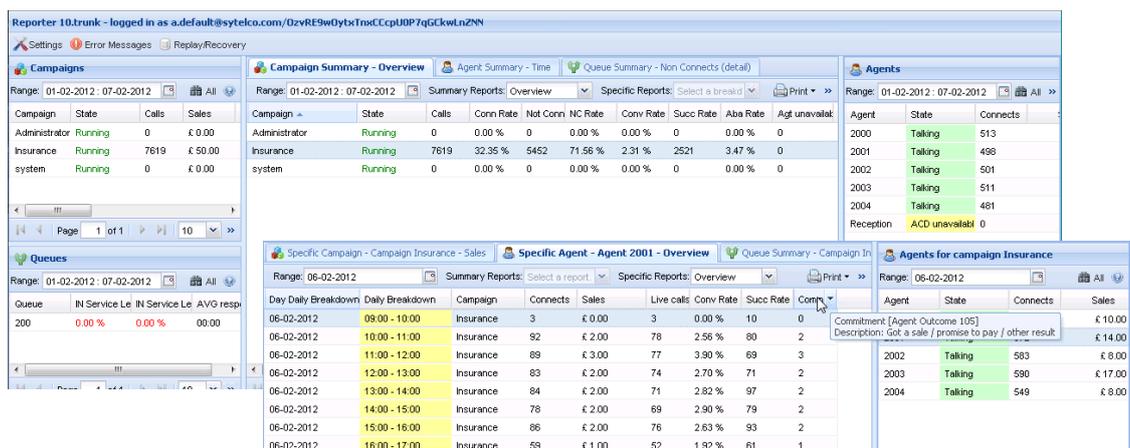


Figure 2 - Example reports using the Reporter Web user interface

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.

For more information please contact Sytel at:-

1 Cromwell Court,
New Street,
Aylesbury,
Bucks. HP20 2PB UK

T: +44 1296 381200
E: sales@sytelco.com
W: www.sytelco.com

