

EXPRESS CALL CENTER REPORTING AND DASHBOARD (ECCR) NEW AVERISTAR WEB APPLICATION

CISCO BROADWORKS CALL CENTER REPORT

Developed by AveriStar, gain key insights into your business performance with Call Center Reports for Cisco / BroadWorks.

SUMMARY

If you are using or need to use the Cisco BroadWorks Call Center Application, the NEW AveriStar (ECCR) Express Call Center Reporting Server will allow you to replace the deprecated BroadWorks Enhanced Call Center Solution (DBS, PS and XSP applications) and still get all the reports that you currently need today. This will let you upgrade to a newer Cisco BroadWorks release and not lose any reporting capabilities.

Customers who have already switched from the BroadWorks Call Center client have praised the AveriStar solution for its real-time performance, responsiveness, intuitiveness of the User Interface, and its graphics capabilities in generating reports.

PRODUCT FEATURES

Call Center Dashboard

- High responsiveness performance and real-time monitoring of Supervisors and Agents' Call Centers status.
 - Two dashboard views are automatically selected based on the role of the logged-in Call Center User. These views are switchable by users with multiple roles assigned:
 - Agent view
 - Supervisor view
- Supervisors have the ability to manage (change) the status of monitored agents.
- Complete management of incoming and received calls by Agents in their queues (Call Centers), including answering calls, transferring calls, etc.
- Ability to create and manage conferences.
- Single sign-on access to the native BroadWorks Call Center clients for customers who require such access for any reason.

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										Dash	board viev	r. O Super	visor 🔿 A
Queu	es:												
			Curr	ent			Averages				Agents		
N	lame 🔺	Calls In Q	ueue	Longest	Waiting	EWT	AHT	ASA	Staffed	Idle U	navailable	Show	v Agents
ExpressD	Dev	0		00	:00	00:00	00:00	00:00	4/59	3	0		0
GreggTe	stCC	0		00	:00	00:00	00:00	00:00	3/5	2	0		
PreCallC		0		00:00		00:00	00:00	00:00	4/4	4	0		
Test		0		00	H 00	00:00	00:00	00:00	4/58	3	0		
Agent	ts: Agents		N	lembership	5		Curr	ent				Signed Out	Agents: 🗆
Status	Nam	• •	Queues assigned (Total)	Queues joined (Total)	Sign-in Time	Sign-in Duration	Call State (Time)		nt State lime)	% Available	Busy In	Busy Out	Wrap-Up
۲	Hitchcock, Jase	on	1	1	14:15:35	3768:22:13	Idle	Available	(3243:43:37)	0 %	00:00	00:00	00:00
•	Miller, Wesley		3	1	12:09:16	50:28:32	Idle	Availabl	e (50:28:32)	0 %	00:00	00:00	00:00
	Smith, David		2	2	08:54:29	245:43:19		Availabl	e (70:24:47)	71 %	00:00	00:00	00:00
٠				1	00:33:21	1646:04:28	Idle		(1645:43:41)	0 %	00:00	00:00	00:00

Figure: Supervisor View Dashboard (the user has multiple roles assigned)

veriStar	Call Cen	ter Reports		Dashboard	l Re	ports		Glen Gaillard2 SUPERVISOR	
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Queues:									
	(Current		Averages			Agent	s	
Name 🔺	Calls In Queue	Longest Waiting	g EWT	AHT	ASA	Staffed	Idle	Unavailable	
Activities:								Start conference	:e
	From	-	Phone No		Sta	te		Actions	

Figure: Agent View Dashboard (the user has multiple roles assigned)

Activities:				🚨 Start conf	erence
	From	Phone No	State	Voicemail Actions	
	ari	tel:+17049927700	Alerting	o U 9 🤫	
Activities	•			😤 Start conf	erence
	From	Phone No	State	Transfer ⁵	
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Activities	s From ark	Phone No	State	Start conf	

Figure: Activities scenarios in Agent View (actions in Alerting call state)

Call Center Reports

- All reports currently supported in the Cisco Call Center client have been developed in the AveriStar Call Center Reports application, totaling 20 reports. For more information, please refer to the Cisco BroadWorks Call Center Reports Guide document (AveriStar Call Center Reports and Dashboard documents are also available). These reports include:
 - 11 Agent reports.
 - 9 Call Center reports.
- Key features of AveriStar Call Center Reports application:
 - High-performance, real-time generation of Call Center reports.

AveriStar's product application architecture utilizes the AveriStar Enterprise Server, a platform designed for the collection and processing of big data, such as BroadWorks Call Center events. It also manages the generation and administration of AveriStar reports, including Call Center reports.

The high-performance capabilities of the Enterprise Server enable faster report generation over larger time periods compared to the BroadWorks Call Center client.

- Exceptional presentation and graphics capabilities for statistical and collected data, including pie charts, bar graphs, linear charts, and more.
- Reports are available in multiple formats, including Spreadsheet, HTTP, and PDF Document.
- Scheduled reports can be configured with options for report generation recurrence and the ability to edit scheduled reports.
- AveriStar provides standard reports management, including email notifications to the originating user. These notifications include attached reports and other relevant information about the queries used for report generation.

EXPRESS CALL CENTER REPORTING AND DASHBOARD (ECCR)

Scheduld Report Report Lempilate: Agent Activity Report Corport Query Scope: All Agents Hidde Performance Parameters Call Completion: 1 Short Duration: 1 Date: 1 Date: 1 Date: Date: Date: Date: Date: Date: Date: Date:	Averi5tar	Call Center Reports	Dashboard	Reports	Glen Gaillard2
Report Query Scope: All Agents Hide Performance Parameters Call Completion: Real Time Scheduled Start Date: 01/03/2024 Real Time Scheduled Sampling: Daily Output format: HTML Nut REPORT 					Scheduled Reports
Sope: All Agents State Date: 01/03/2024 Stat Date: 01/03/2024 Stat Date: 01/03/2024 Stat Date: 01/17/2024 Sampling: Daily Output format: ITML Sur Date: 01/17/2024 	Report template:	Agent Activity Report			~
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RUN REPORT	Output format:				
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Figure: Report query example

EXPRESS CALL CENTER REPORTING AND DASHBOARD (ECCR)

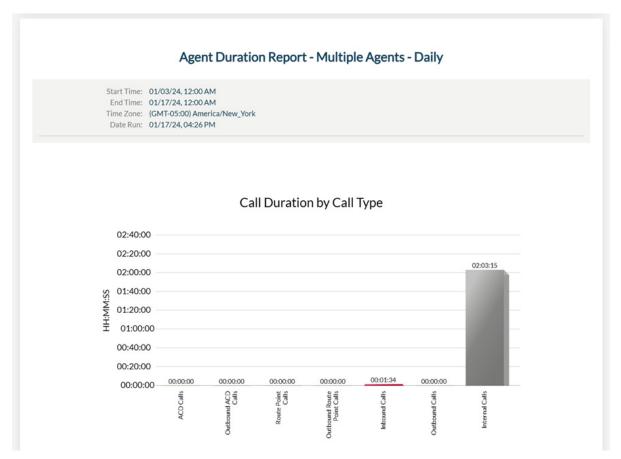


Figure: Report graphics example

Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
01/03/24, 12:00 AM	Miller, Wesley	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:00
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:00
01/04/24, 12:00 AM	Miller, Wesley	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:10:10
	Smith, David	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:22:43
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:32:53
01/05/24, 12:00 AM	Miller, Wesley	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:39:16
	Smith, David	00:00:00	00:00:00	00:00:00	00:00:00	00:01:23	00:00:00	00:38:06
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:01:23	00:00:00	01:17:22
01/08/24, 12:00 AM	Hitchcock, Jason	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:00
	Smith, David	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:02:24
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:02:24
01/09/24, 12:00 AM	Miller, Wesley	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:05:16
	Smith, David	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:20
	Summary	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:06:36
Report Summary	Gaillard2, Glen	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Hitchcock, Jason	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:00
	Lipski, Grzegorz	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Figure: Report spreadsheet example

	REPORTING SERVICES				
ECCR REPORT NAME	ECCR AGENT	ECCR SUPERVISOR			
Abandoned Call Report	~	~			
Agent Activity Report	¥	~			
Agent Call Detail Report	×	~			
Agent Call by Skill Report	×	~			
Agent Call Report	×	~			
Agent Disposition Code Report	~	~			
Agent Duration Report	~	~			
Agent Duration by Skill Report	×	~			
Agent Sign in Sign out Report	v	~			
Agent Summary Report	¥	✓			
Agent Unavailability Report	¥	✓			
Call Center Call Detail Report	×	✓			
Call Center Disposition Code Report	×	✓			
Call Center Incoming Calls Report	×	✓			
Call Center Overflow Matrix Report	×	✓			
Call Center Presented Calls Report	×	✓			
Call Center Report	×	✓			
Call Center Summary Report	×	✓			
Service Level Report	X	~			

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