CISCO BROADWORKS CALL CENTER REPORTS

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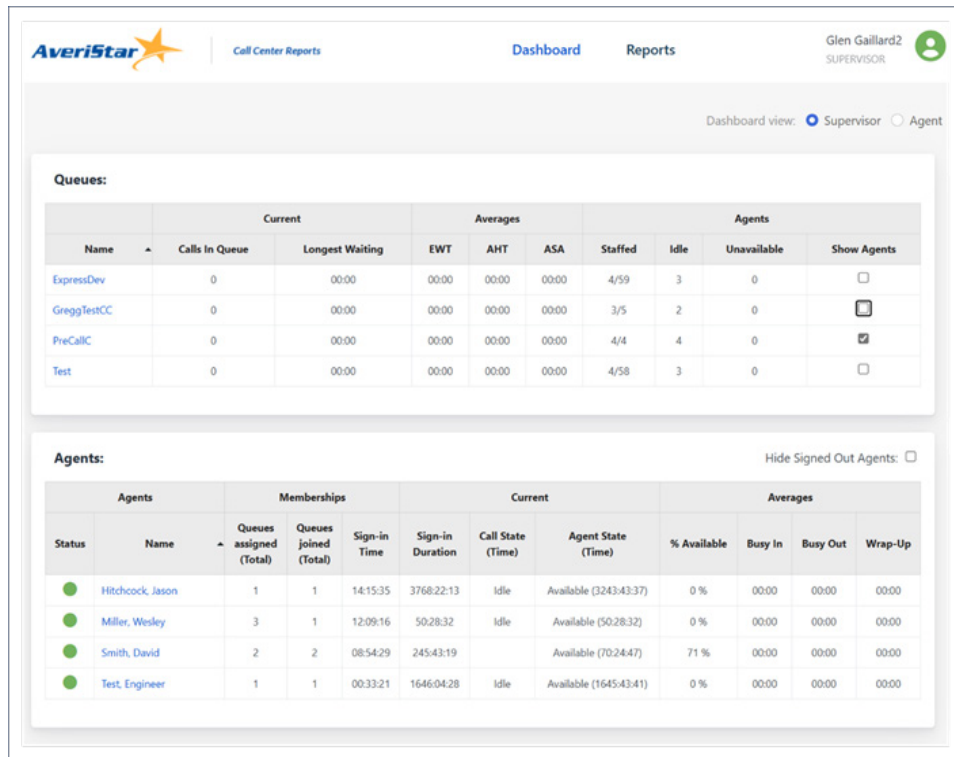
Figure: Supervisor View Dashboard (the user has multiple roles assigned)

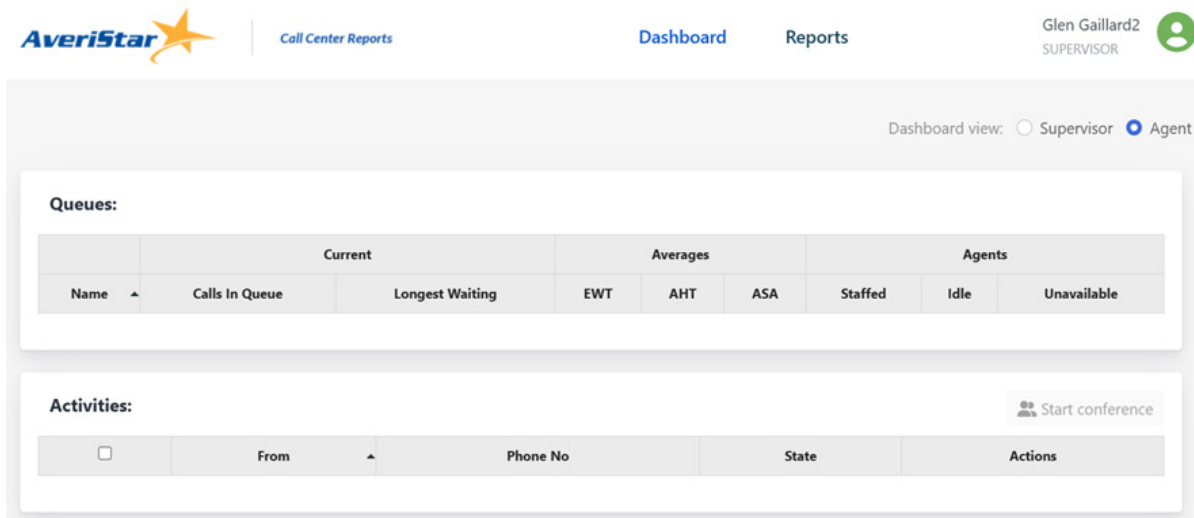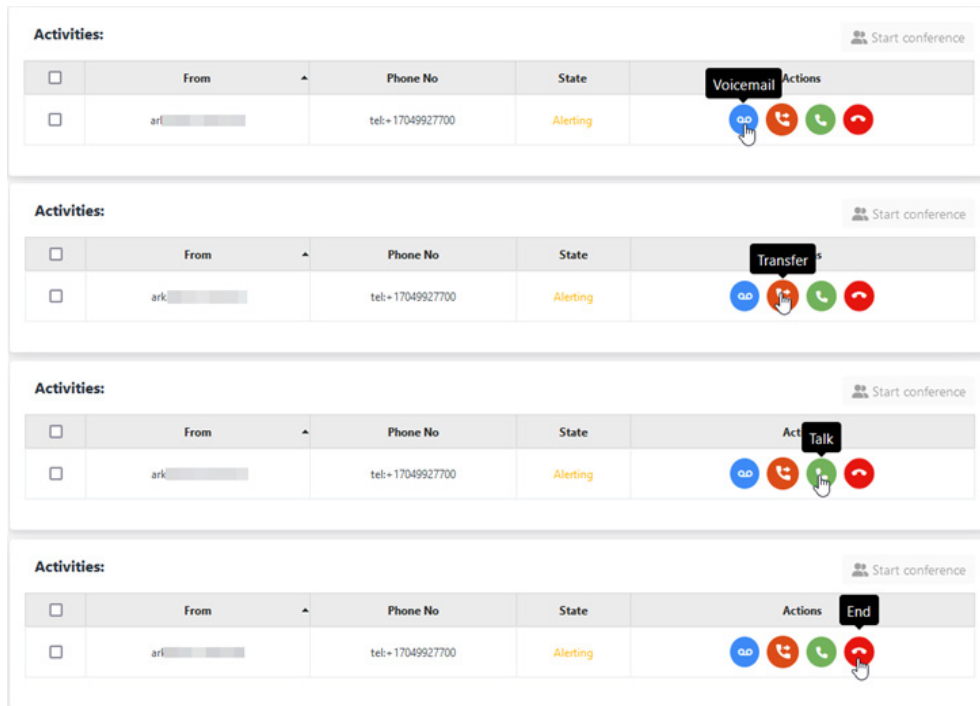*Figure: Agent View Dashboard (the user has multiple roles assigned)*

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.

Figure: Report query example

Agent Duration Report - Multiple Agents - Daily

Start Time: 01/03/24, 12:00 AM
End Time: 01/17/24, 12:00 AM
Time Zone: (GMT-05:00) America/New_York
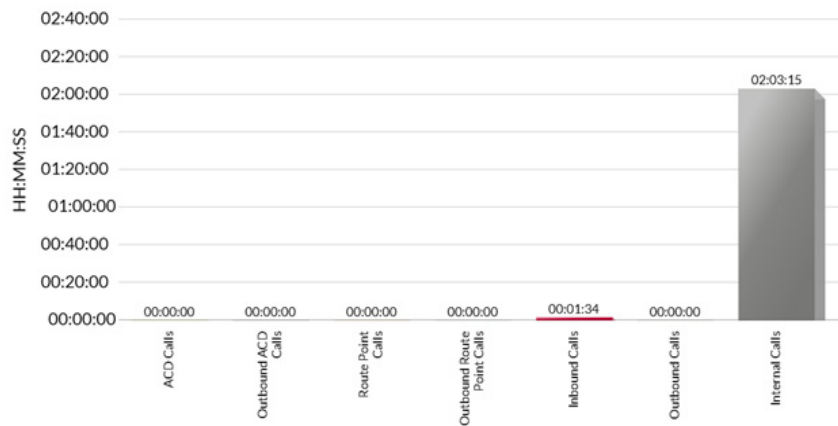Date Run: 01/17/24, 04:26 PM

Call Duration by Call Type

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

ECCR REPORT NAME	REPORTING SERVICES	
	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	✔	✔
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	✕	✔