

BENEFITS

- ❑ AManage contact center activity by integrating real-time data monitoring, historical reporting and storage tools for maximum performance.
- ❑ Historical reports can be run at any time, without burdening the Self Service infrastructure.
- ❑ Analyze call trends and provide real-time information to ensure efficient resource utilization and customer service.
- ❑ Improve uptime and service levels by detecting as well as resolving voice application problems prior to impacting customer.

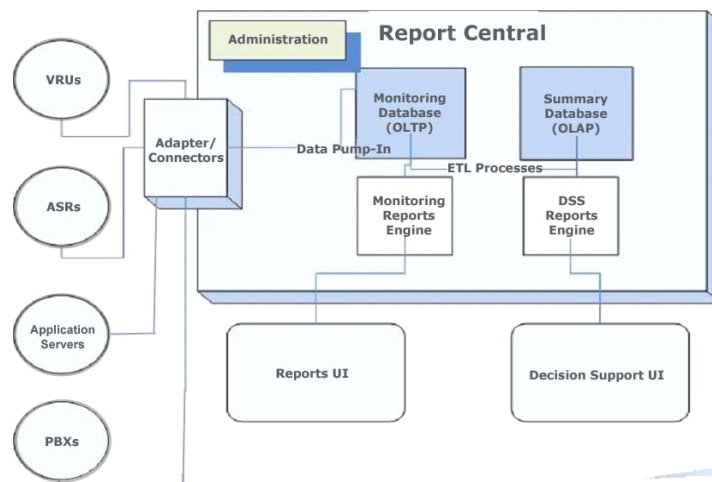
ReportCentral

AVAYA

DEVCONNECT
PLATINUM

OVERVIEW

ReportCentral is a web-based reporting engine that provides real-time monitoring and analysis of distributed voice application solutions that include IVRs and voice portals. ReportCentral presents a unified view of the entire Self-Service infrastructure including voice platforms, VoiceXML browsers, ASR, TTS and application servers. Application and system health metrics are captured in real time and are migrated to data warehouse through an Extract Transform Load (ETL) process. From this data, aggregated and summary reports are generated providing business analytics that proactively enhance quality, performance and available contact center services.



Report Central – System Architecture

FEATURES

- ❑ Real-time, web access to current and historical data with point-and-click report creation.
- ❑ Flexible reporting performance of applications and infrastructures can be aggregated across multiple sites/data sources.
- ❑ Reporting capabilities include a range of built-in report templates, customizing reports according to selected criteria and conditional reporting to highlight specific events.
- ❑ Performance monitoring of various voice environments in a single tree view structure.
- ❑ Ability to integrate with data from CMS or other PBX call specific data.

REPORT FORMATS

In addition to the traditional reports in PDF, HTML, XLS, XML or CSV formats, options are available to provide a visual representation in the form of line, bar graphs for easy pattern identification and root cause analysis. ReportCentral is capable of displaying graphs of up to four systems simultaneously in 1, 5 and 15 second intervals.



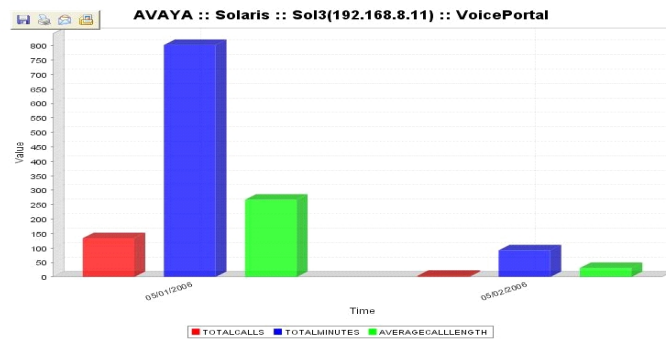
Calls Daily Summary Report

Date Range : 04/30/2006 to 5/8/2006
Generated On : Mon May 08 14:13:44 GMT+05:30
DataSource : Sol3 (192.168.8.11)
Agent : VoicePortal

Date Interval	Total Calls	Total Seconds	Average Call Length(Sec)
05/01/2006	134	802	267
05/02/2006	4	92	31

There were 2 records on this report from the date 04/30/2006 to 5/8/2006

Info :-
Organization AVAYA
Platform / Group Solaris
DataSource / System Sol3
IP Address 192.168.8.11
Agent VoicePortal
Type IVR
Report Calls Daily
Start Date Summary Report
End Date 04/30/2006
Time Interval 5/8/2006
day



ABOUT RSI

Real Soft Inc. (RSI) is a United States-based global provider of information technology solutions. Headquartered in Cranbury, New Jersey and with its offshore center-of-excellence located in India, RSI provides "follow the sun" support and services. Since 1991, RSI has been delivering exceptional value to several companies. RSI is quality compliant; ISO 9001:2000 certified and has achieved SEI-CMM Level 4. RSI's Speech Enterprise Solutions (SES) Practice provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition. RSI's technology and IT services expertise caters to the requirements of the Banking and Finance, Telecom, Retail, Government and Life Sciences verticals.