



Report Designer & Viewer With RAP CMS Data Bridge



RAP CMS from Acqueon is a business intelligence plug-in to Avaya CMS from Acqueon

Reports generated can be customized by using RAP CMS's Report Designer and viewed through Report Viewer

Call Management System (CMS) is an operational effectiveness solution from Avaya. It offers integrated analysis and reporting of agent(s), VDNs, skills, and single Contact Center or multiple centers around the world.

Features

- It integrates with ECHI (External Call History Interface) of CMS and feeds the information to a Windows machine, which is RAP Data Bridge. This is designed to procure call by call reports integrated with business data.
- CMS can be configured to dump the ECHI files into another machine using ftp
- RAP CMS Data Bridge monitors this and on receiving a new file, it parses the same and inserts it into the database
- Reports are generated and viewed using the RAP CMS report designer and viewer

RAP CMS Historical Report Designer Create Custom Templates

- Templates can be designed for a lot of elements from CMS
- The selection criterion for individual templates allows any number of elements to be selected
- Selection criteria can be set as a combo box, list view or a simple text box for auto display of parameters
- The structure of report viewer can be changed by creating custom folders

Overall and Call By Call View

- Reports are available in tabular format
- Cradle to grave reporting for a single customer call lined with business data
- Standard reports using MS SQL reporting engine
- Generate MIS information from a single database

ECHI Feed

A sample of the ECHI feed is shown in the screen shot below:

BUID	CallId	Customer ID	CASEID	UCD	UserID	AgentID	ACWTime	AnsHoldTime
660AFO200E5-4E66B0FA-ACE2A0F0E-44F	24443657	12341	1291	1008391127346870	66074	66074	3	30
660E1A8-417C5-8948B44-AD1A65F80F76	24443657	12342	3345	1106531127347720	66242	66242	0	22
12F7777C-31734-4133-80A4-9E-8654078293	24443657	12342	3345	1106741127347740	66074	66074	0	64

CMS ECHI Data
CTI Business Data

Benefits

- Report generation and viewing made easier
 - Customer behavior can be analyzed
 - Call Center statistics based on business parameters are obtained
 - Call Centers will be able to cut costs by not investing in other reporting tools – improves overall efficiency
 - As report generation is made easier, Call Center executives save a lot of time every time reports are generated – the modules are designed just once

About Acqueon

Acqueon Technologies Inc specializes in developing products and solutions for the Customer Interaction Management (CIM) industry.

These products and solutions use business logic to deliver a distinctive customer experience by enabling organizations to not just interact with their customers – but relate.

Acqueon products and solutions also offer a compelling Total Cost of Ownership (TCO), which is further enhanced by rapid deployment.

Acqueon products and solutions handle millions of transactions every day at multiple sites and are implemented across various verticals such as Banking, Insurance, Retail, Telecom, Healthcare, and Education among others, in over 17 countries.

