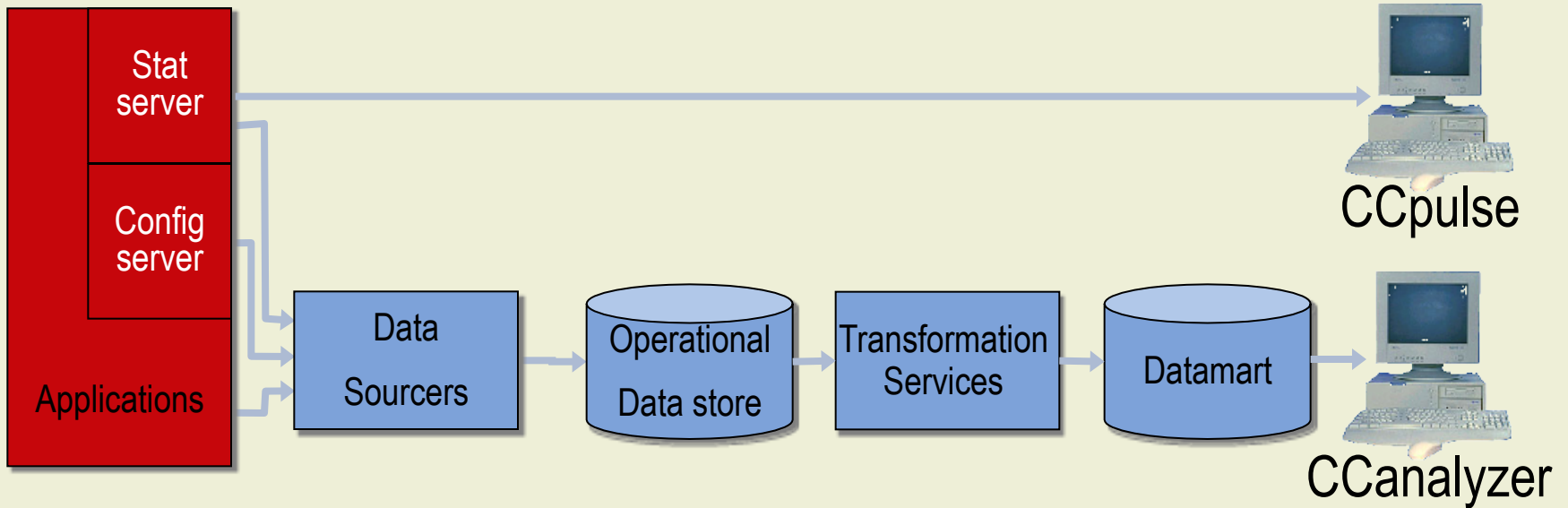




# Genesys Reporting and Analysis

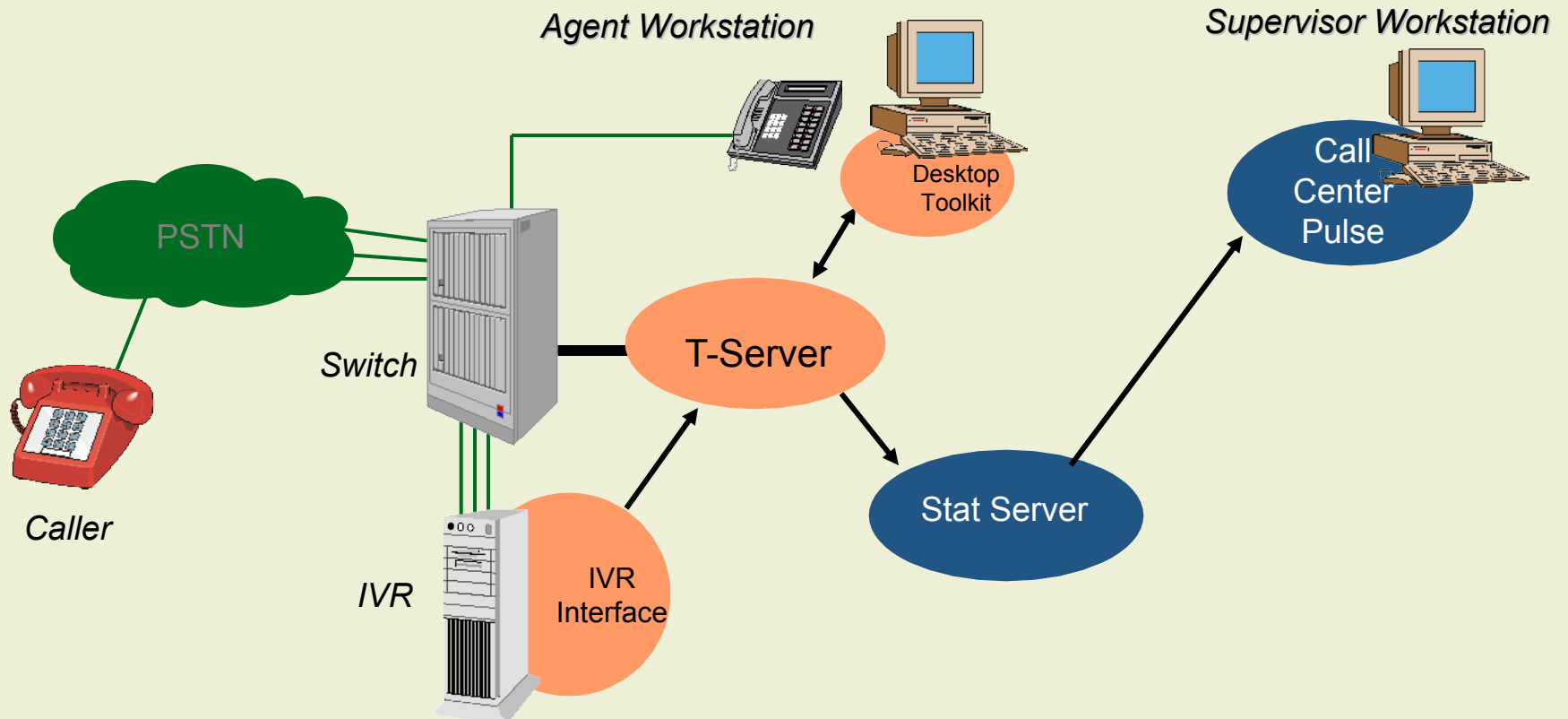


- **Generic reporting framework**

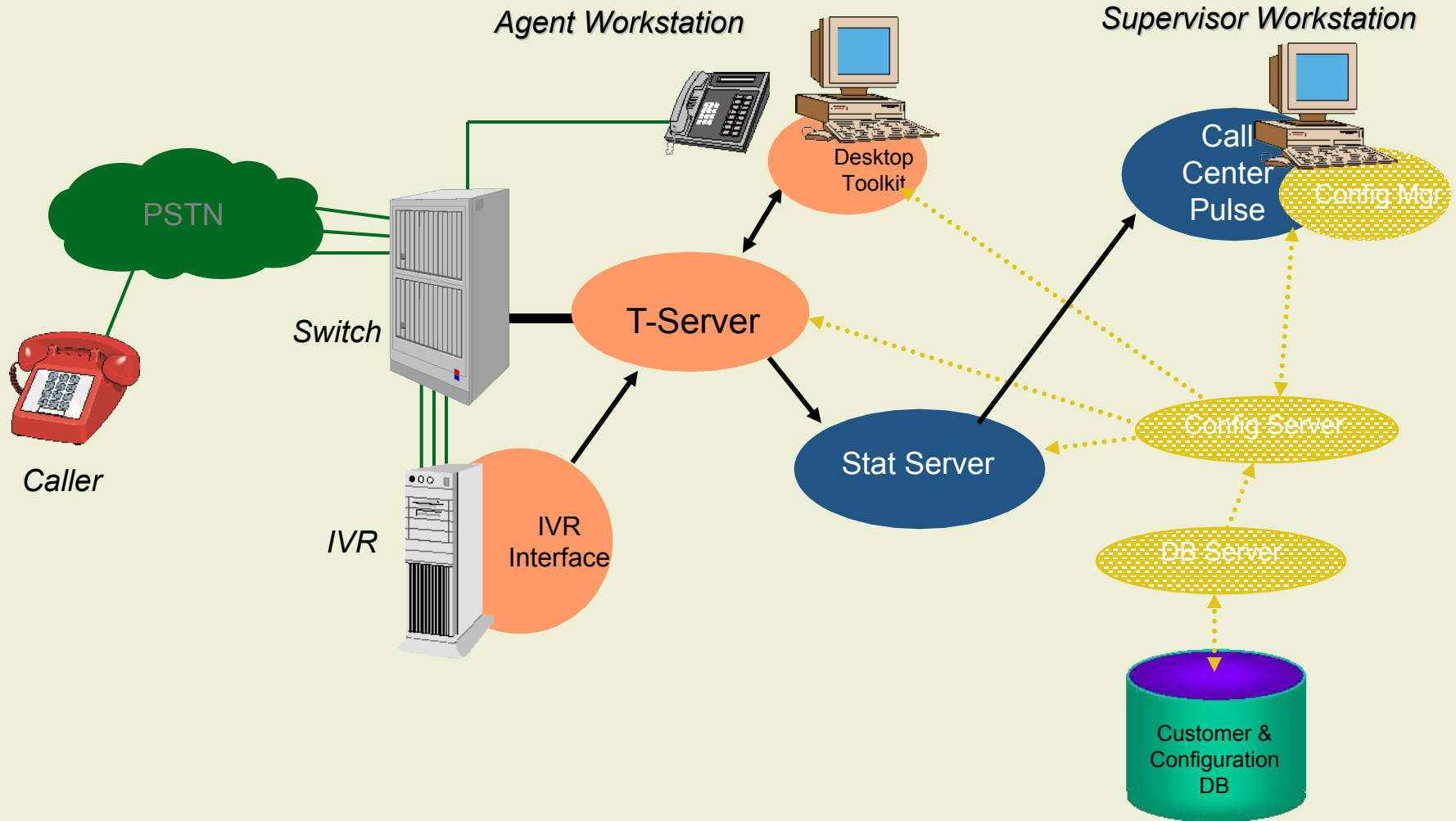
- > for real-time and historical data
- > working across all media and all applications



# Call Center Pulse Architecture



# Call Center Pulse Architecture



# Importance of Real-Time Reporting

- Assists in day-to-day operations
- Improves agent productivity
- Improves agent morale
- Assists in analyzing trends
- Use to evaluate effectiveness of changes

# Call Center Pulse Features (1)

- Provides complete view of both inbound, outbound and internal operations, at either a single site or enterprise - wide
- Supervisors can be located anywhere on the LAN, with no need for co-location with the switch
- Report layouts are switch independent and may include interactions from multiple switches in one interface

## Call Center Pulse Features (2)

- GUI views and statistic templates can be configured by the user and saved for future and centralized use
- Statistics can be presented on an agent or agent group level and on a queue and routing point level (includes Virtual Queues)
- Statistics are both telephony (call duration, traffic volume, agent status, number of calls serviced, wait times, abandoned calls, time per call, time in each state) and business related

# Call Center Pulse Features (3)

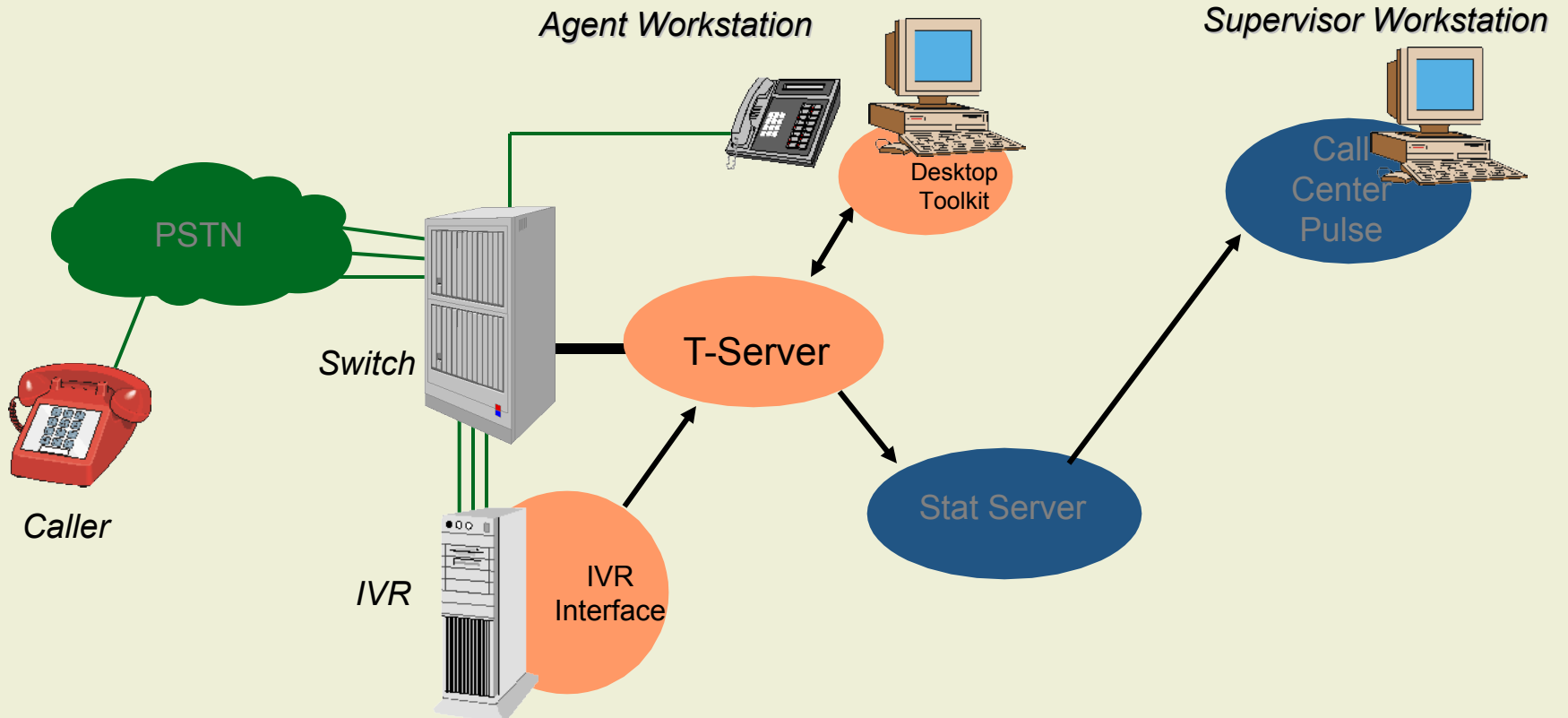
- Client to the active configuration environment (CME)
  - > supports dynamic reconfigurations through drag & drop
  - > Extensive access control



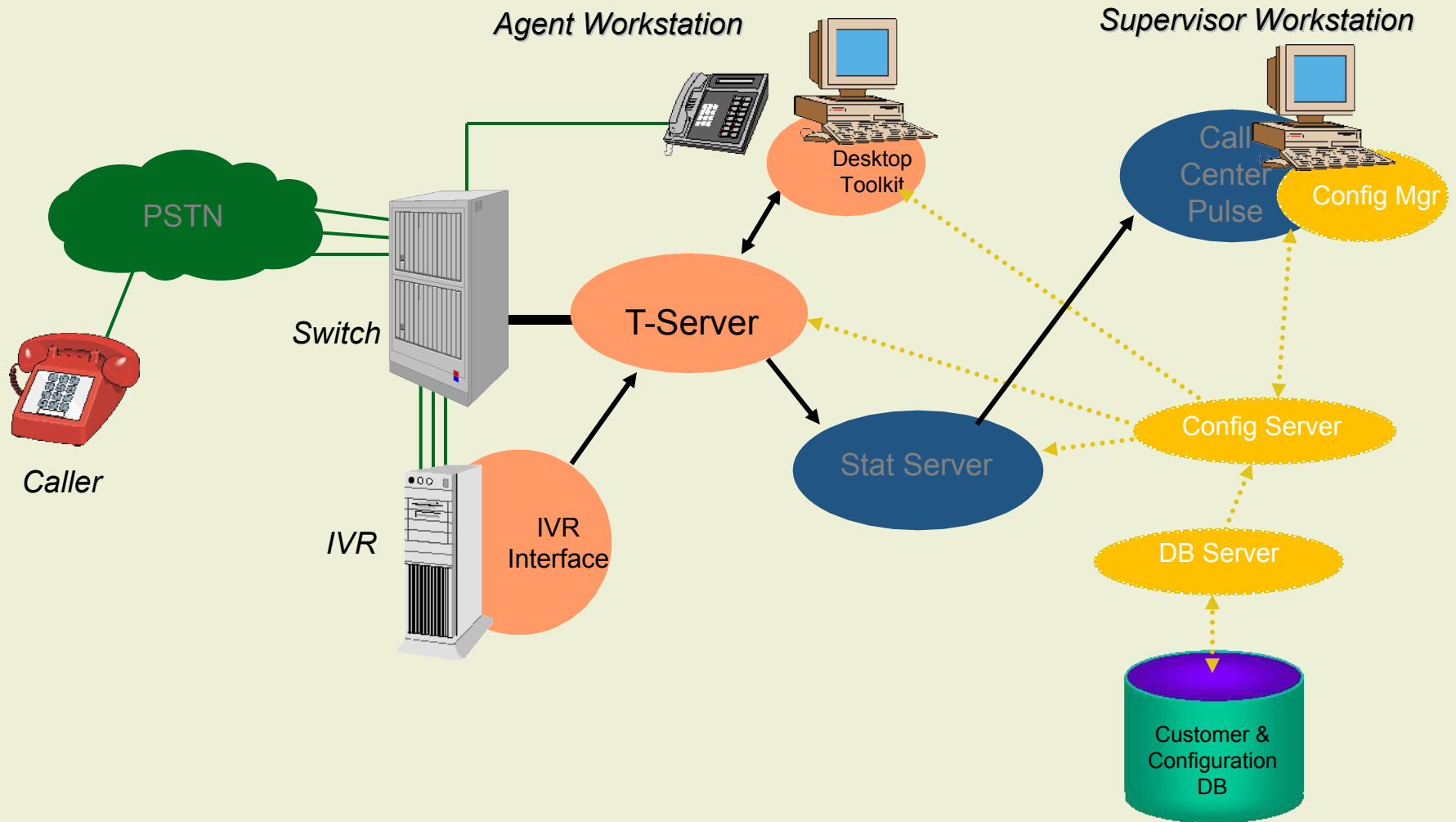
# Call Center Pulse Architecture (1)

- Works with T-Server Framework
- Reads available resources from CME
- Client to Stat Server
  - > Stat Server receives messages from T-Server and maintains the state of and statistics about the call center resources (agents, agent groups, places, places groups, queues, routing points, etc.)

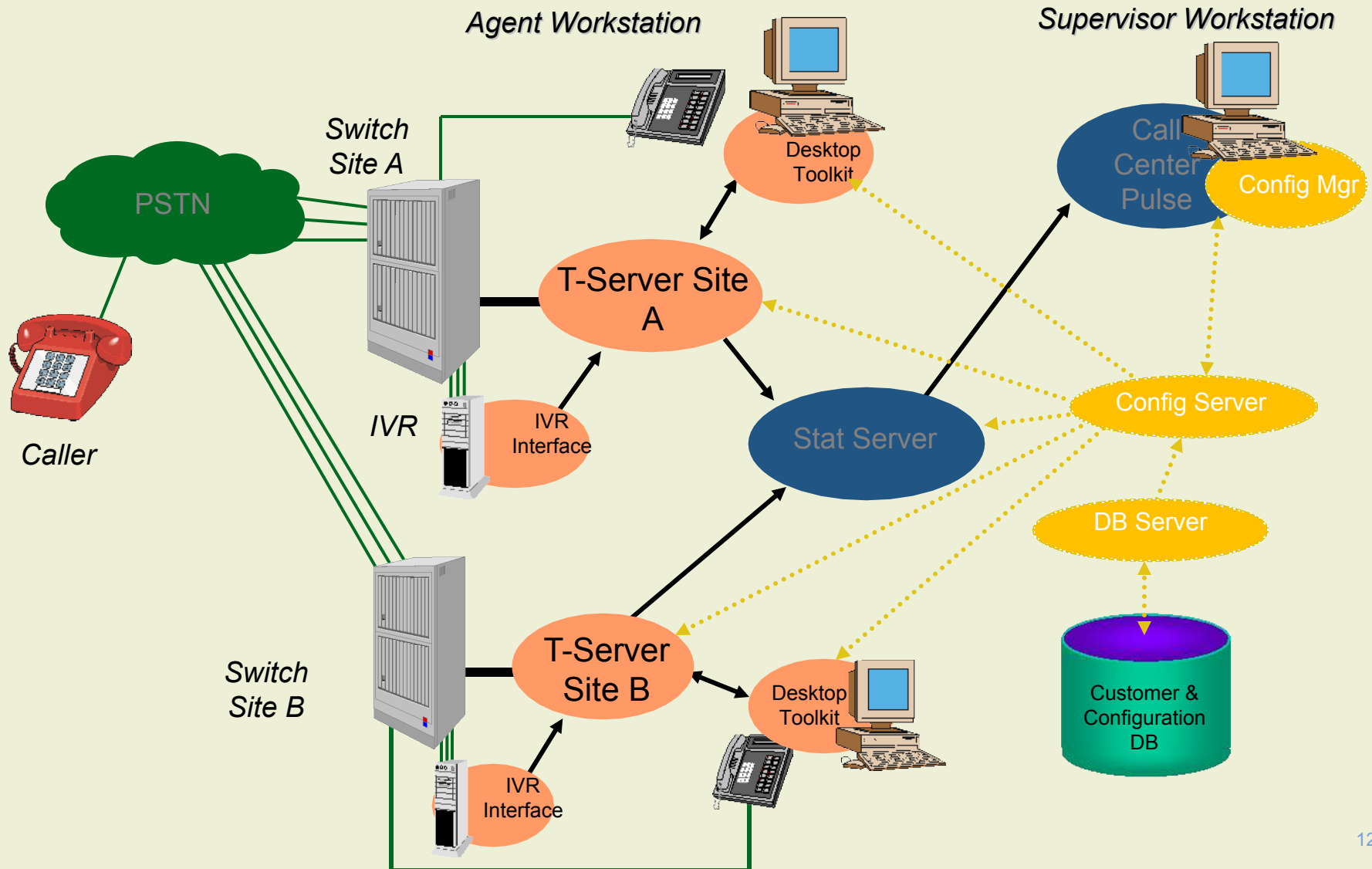
# Call Center Pulse Architecture (2)



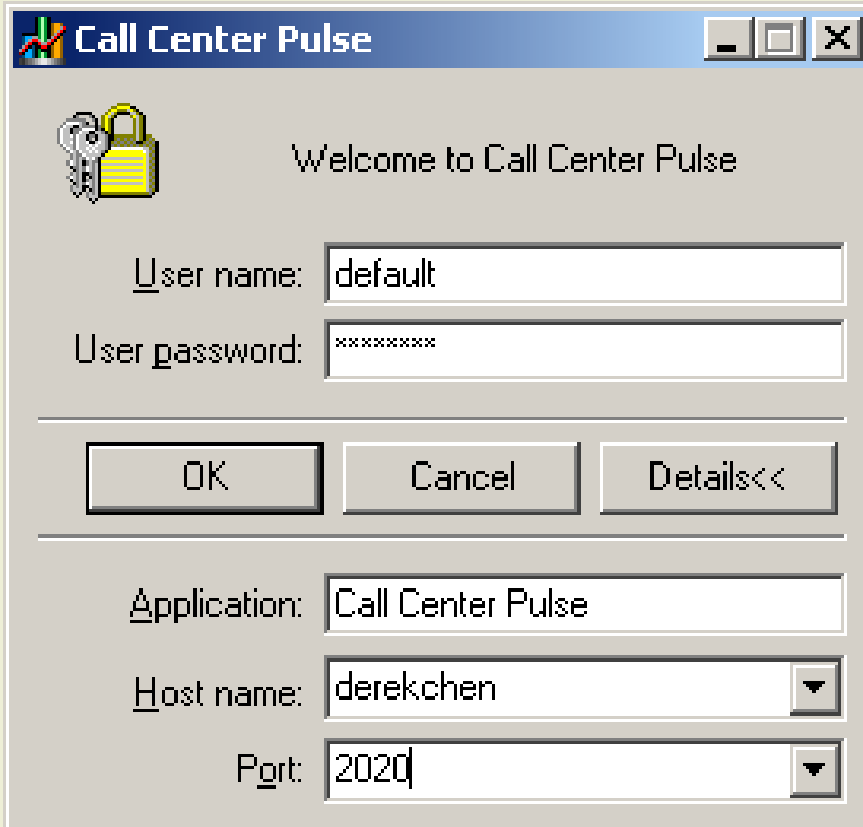
# Call Center Pulse Architecture (3)



# Multi-site Call Center Pulse Architecture



# Login Screen



The image shows a Windows-style dialog box titled "Call Center Pulse". The window has a blue title bar with a small icon on the left and standard minimize, maximize, and close buttons on the right. The main area is light gray and contains a yellow padlock icon with a keyhole. Below the icon, the text "Welcome to Call Center Pulse" is displayed. There are two input fields: "User name:" with the text "default" and "User password:" with a masked password "xxxxxxx". Below these fields are three buttons: "OK", "Cancel", and "Details<<". A horizontal line separates this section from the bottom section, which contains three more input fields: "Application:" with "Call Center Pulse", "Host name:" with a dropdown menu showing "derekchen", and "Port:" with a dropdown menu showing "2020".

Call Center Pulse

Welcome to Call Center Pulse

User name: default

User password: xxxxxxxx

OK Cancel Details<<

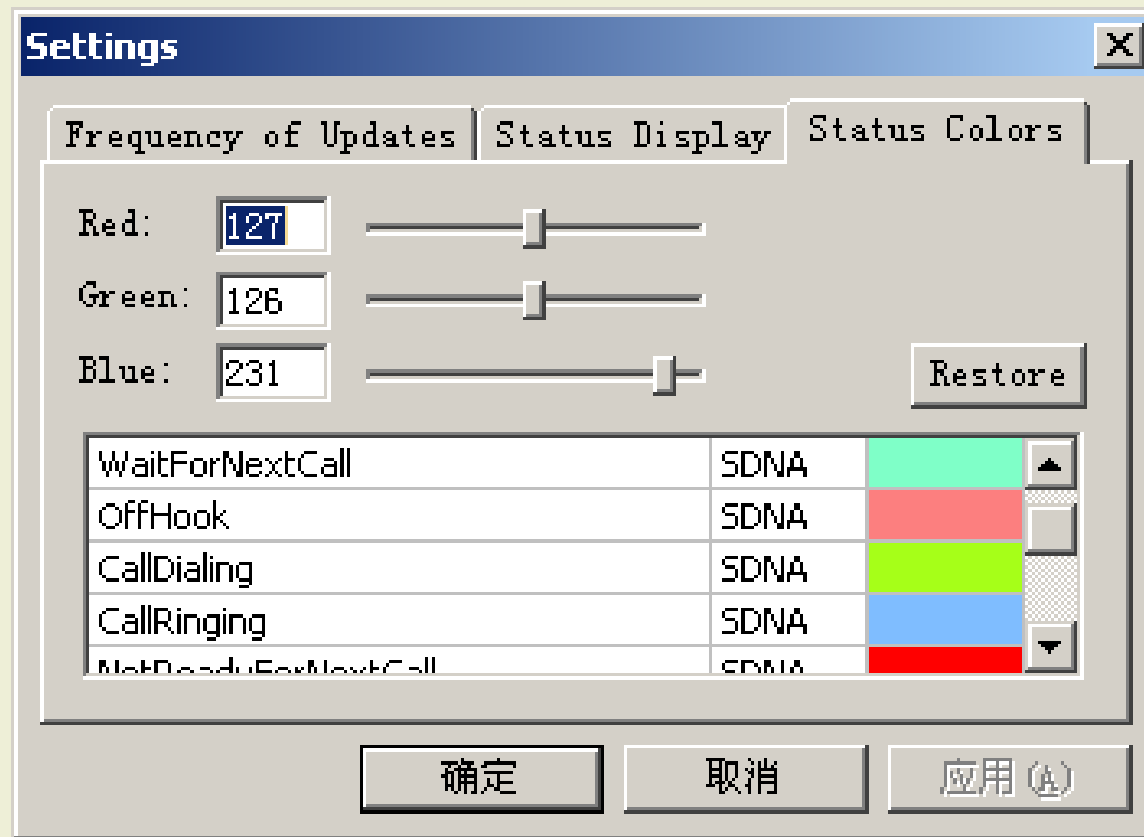
Application: Call Center Pulse

Host name: derekchen

Port: 2020

# Settings - Action Colors

- Specify status icon colors



# Select Stat Server

- A backup Stat Server can be defined in CME

Select the desired StatServer from the list below and press the "Next" button to proceed.

Server:

Host:

Port:

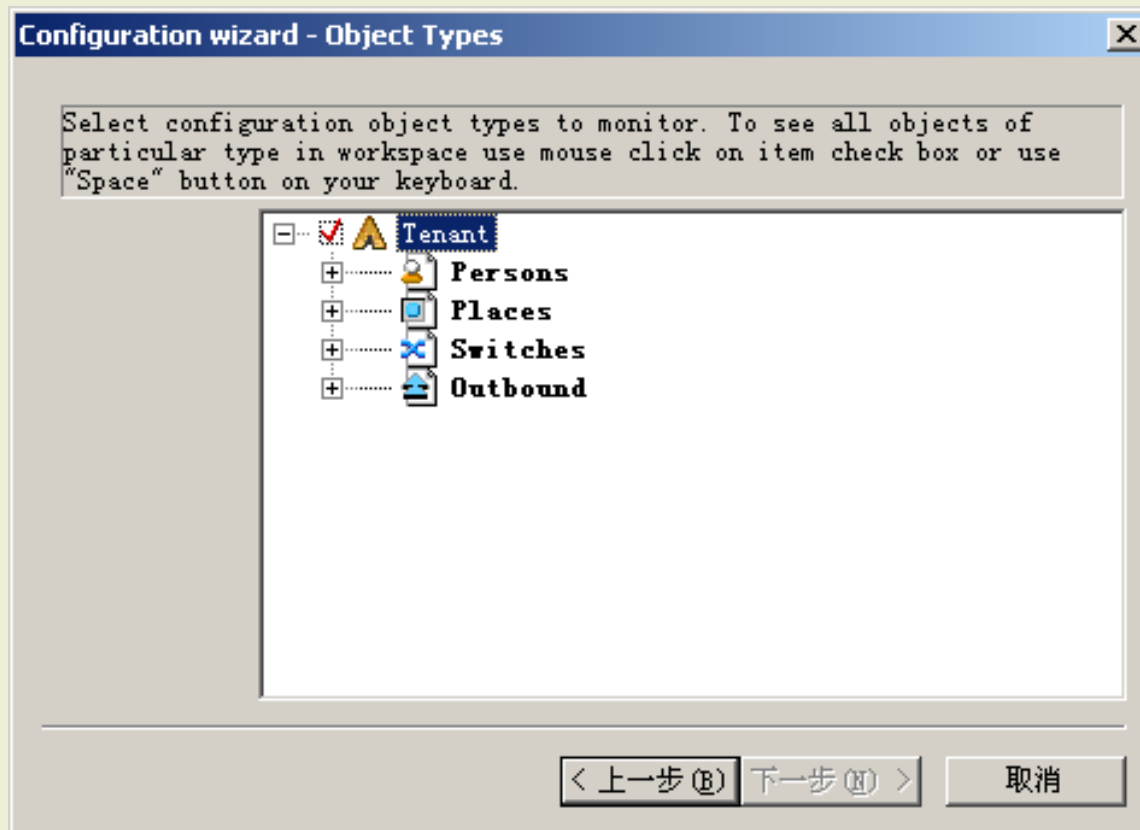
Backup:

Timeout:  seconds

< 上一步 (B)    下一步 (N) >    取消

# Select Tenant

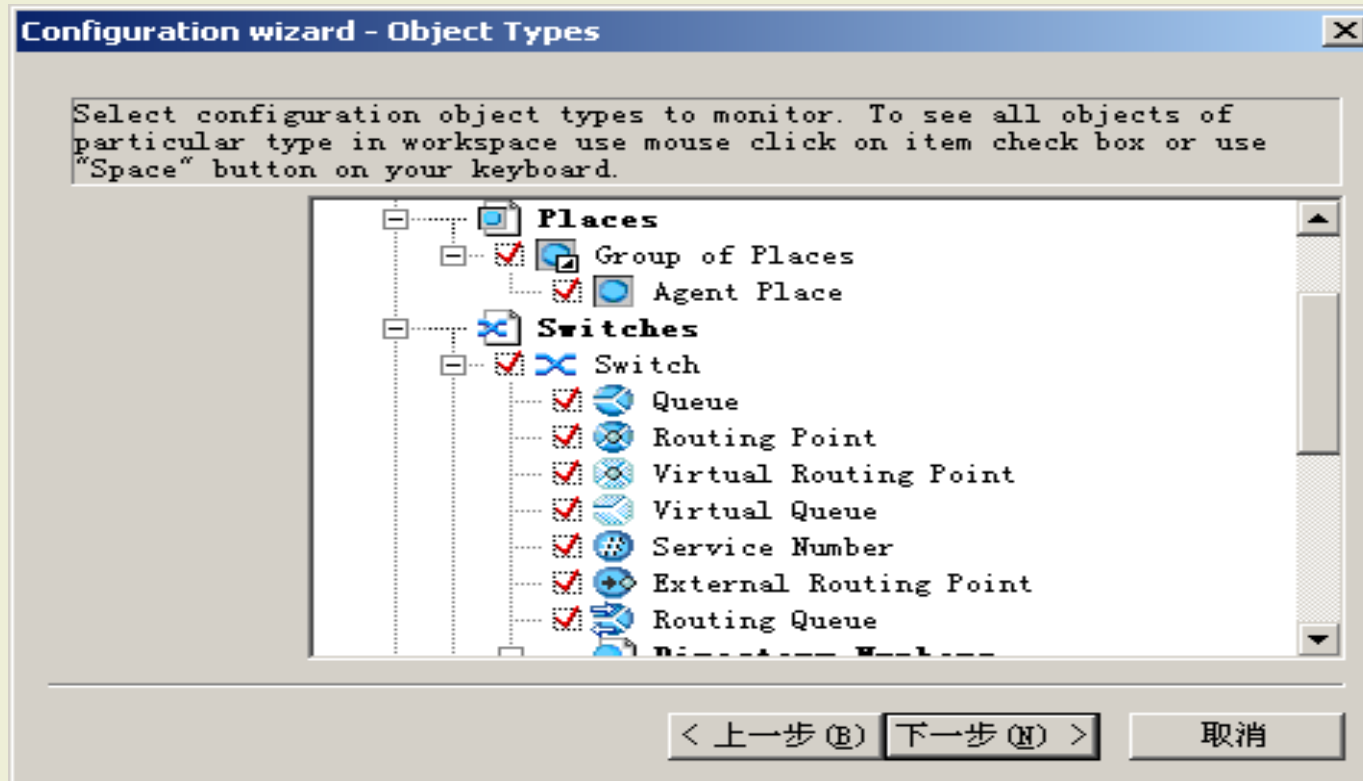
- List of tenants in a multi-tenant environment
- Shared Objects only applies if multi-tenant



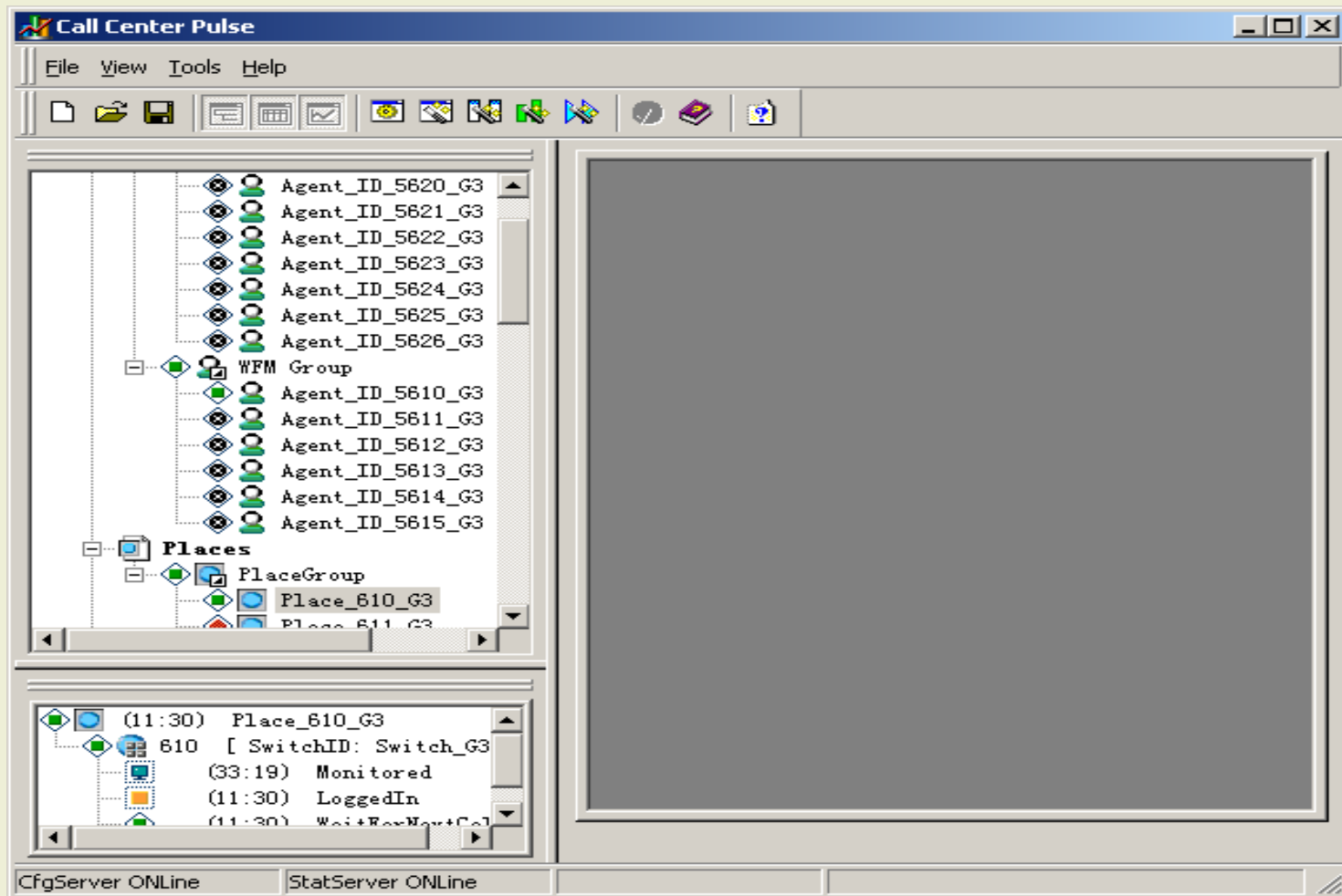


# Select Object

- Select Place, Switchs etc.
- Additional tenants only if multi-tenant



# Workspace Tree View



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