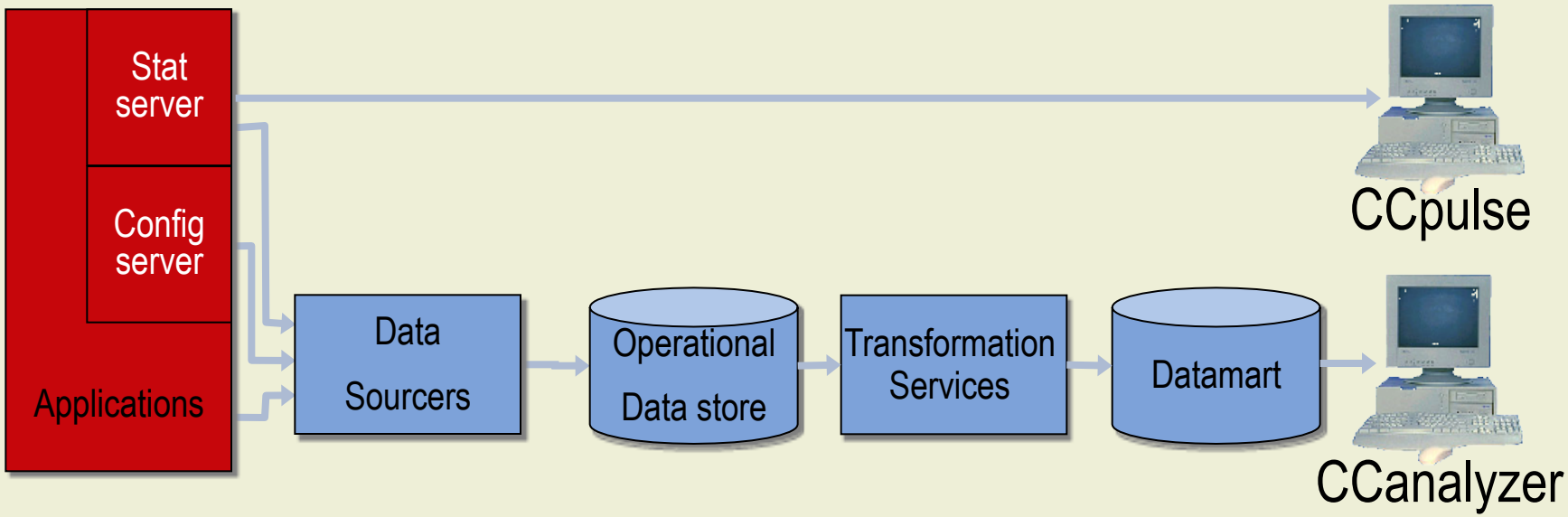
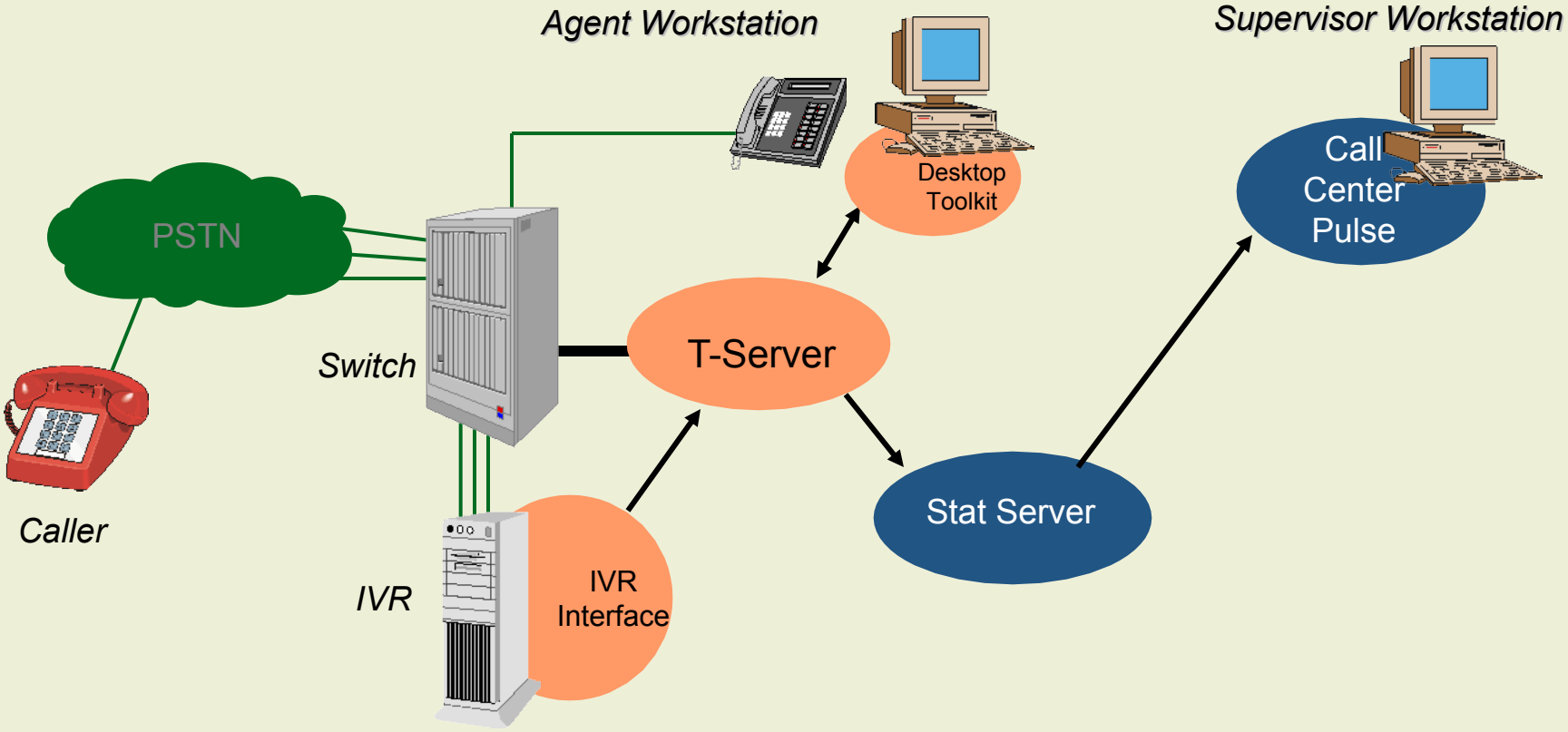
Introduction to the Genesys Routing Solutions

Genesys Reporting and Analysis

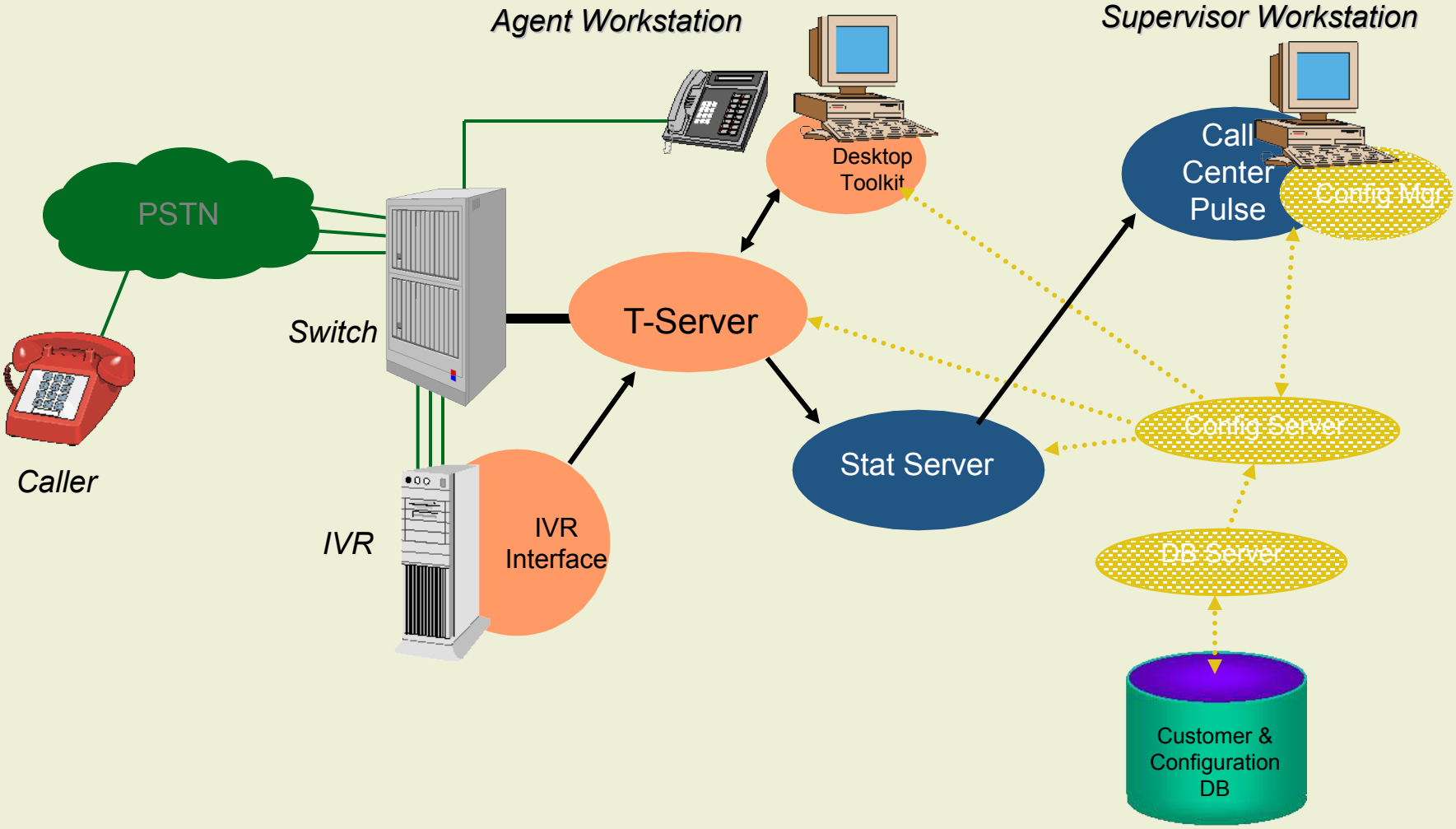


- Generic reporting framework
  - > for real-time and historical data
  - > working across all media and all applications

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

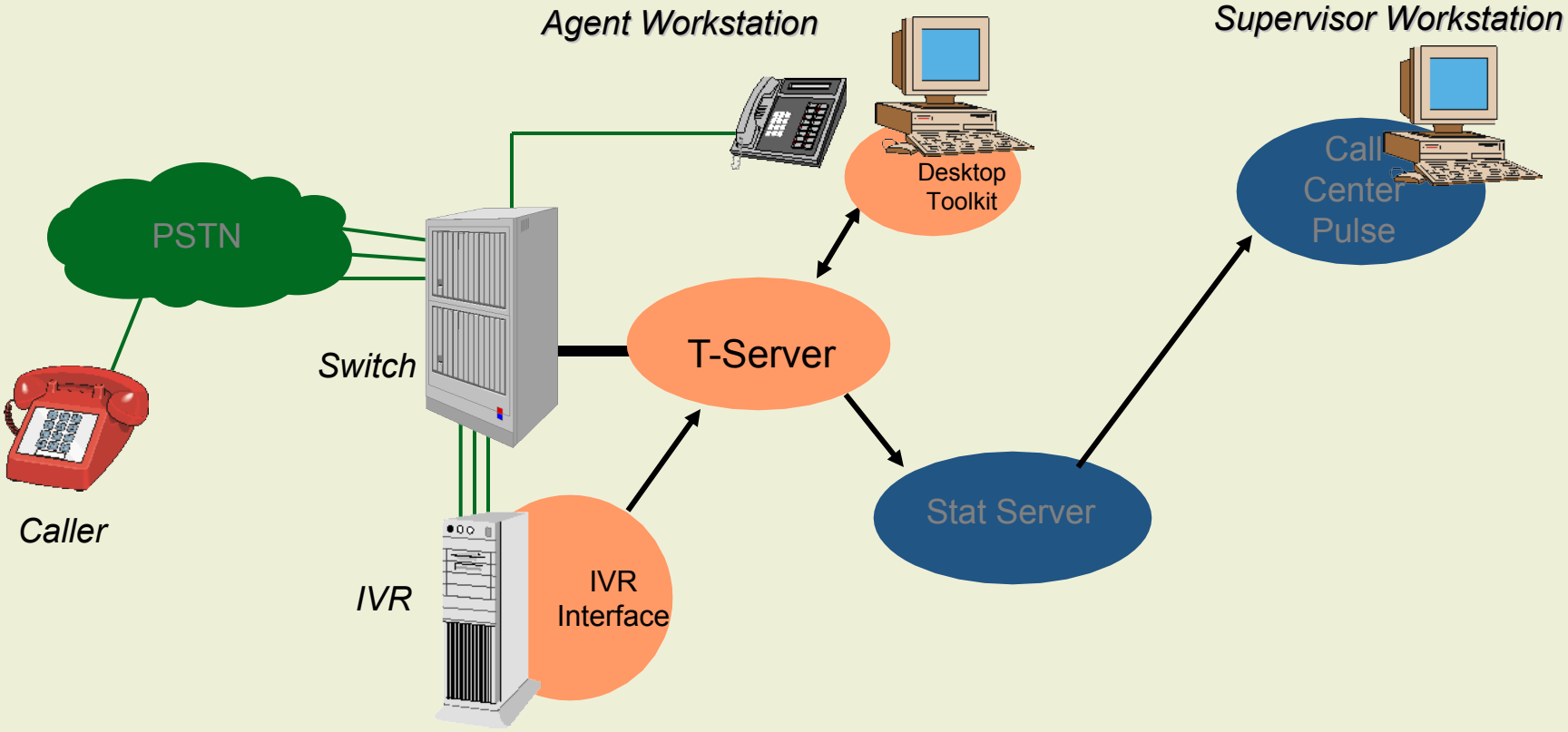
Call Center Pulse Features (3)

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

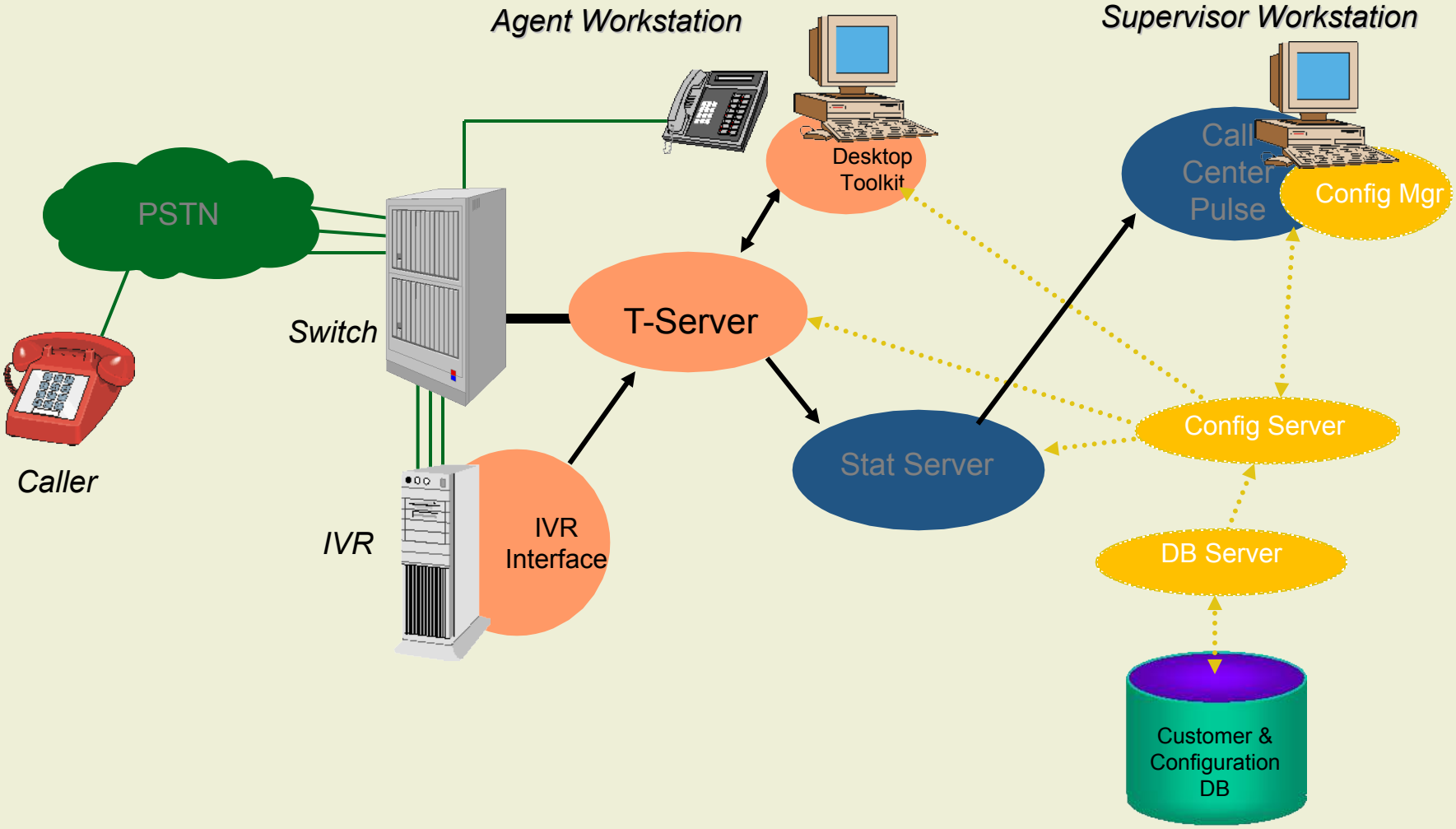
Call Center Pulse Architecture (1)

- 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.)

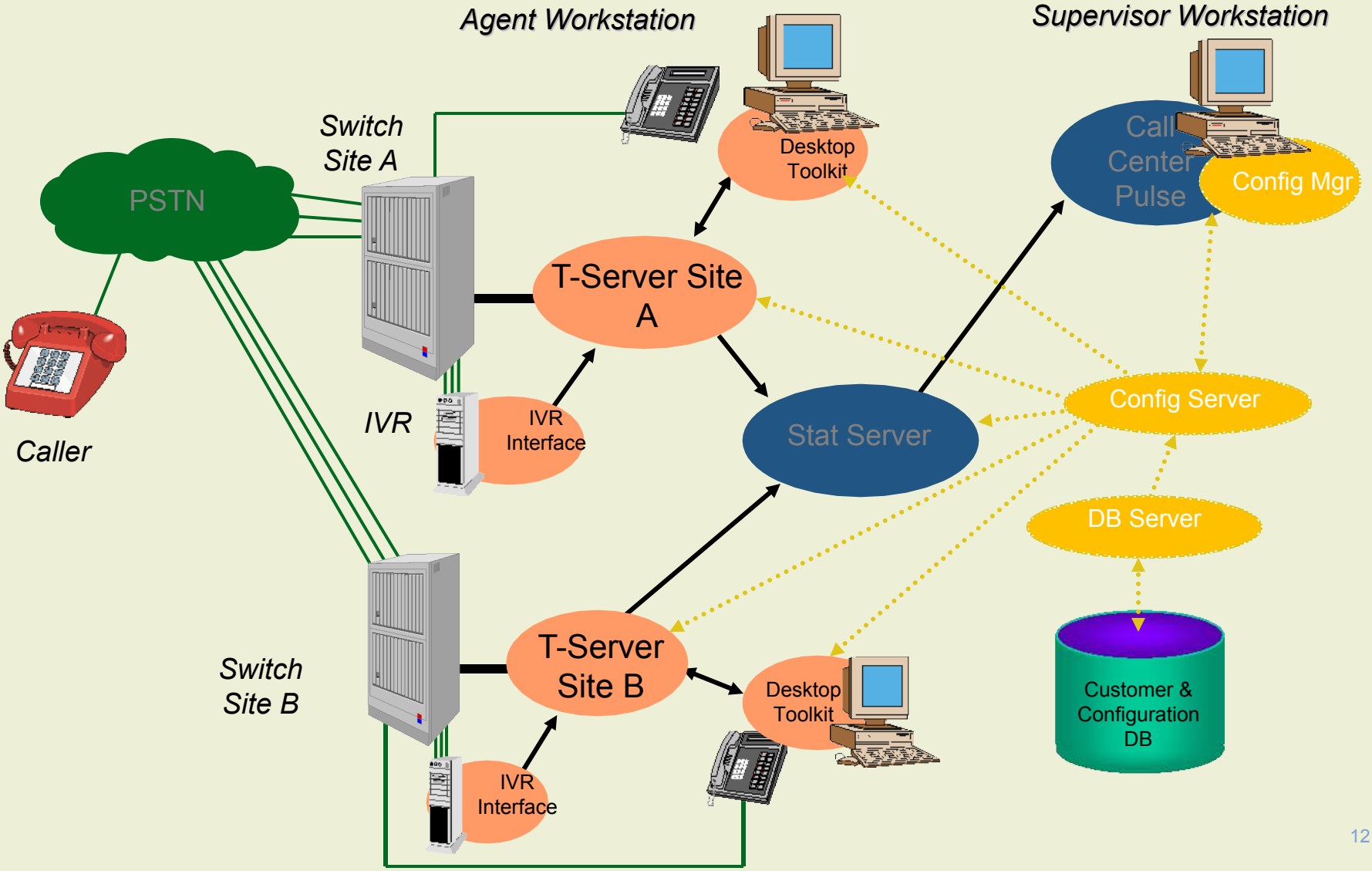
Call Center Pulse Architecture (2)



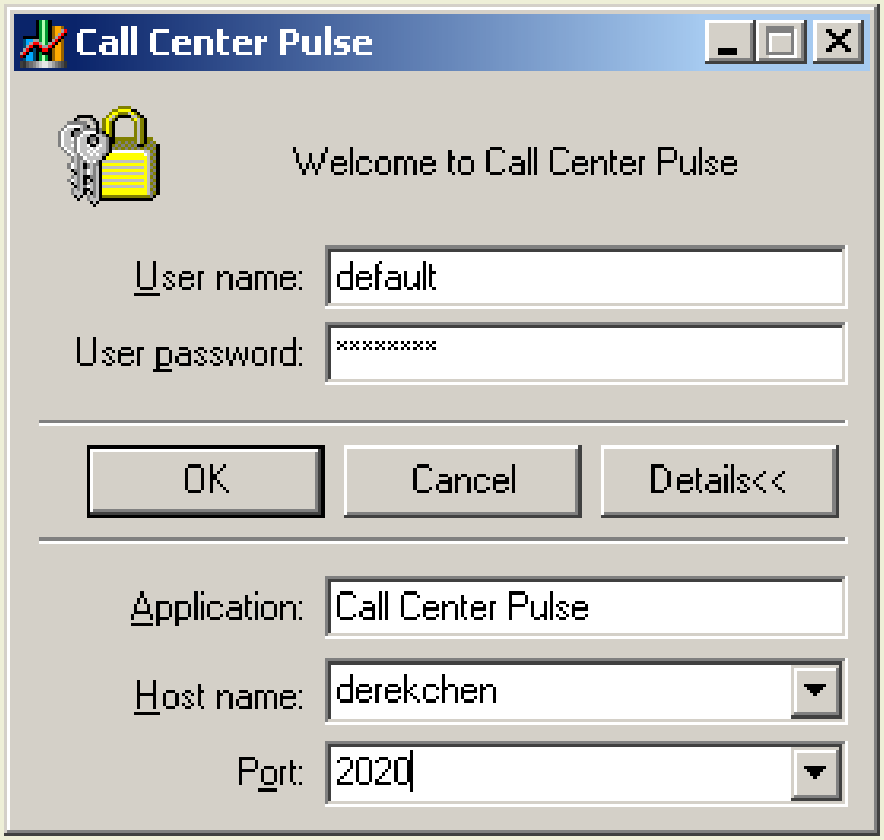
Call Center Pulse Architecture (3)



Multi-site Call Center Pulse Architecture

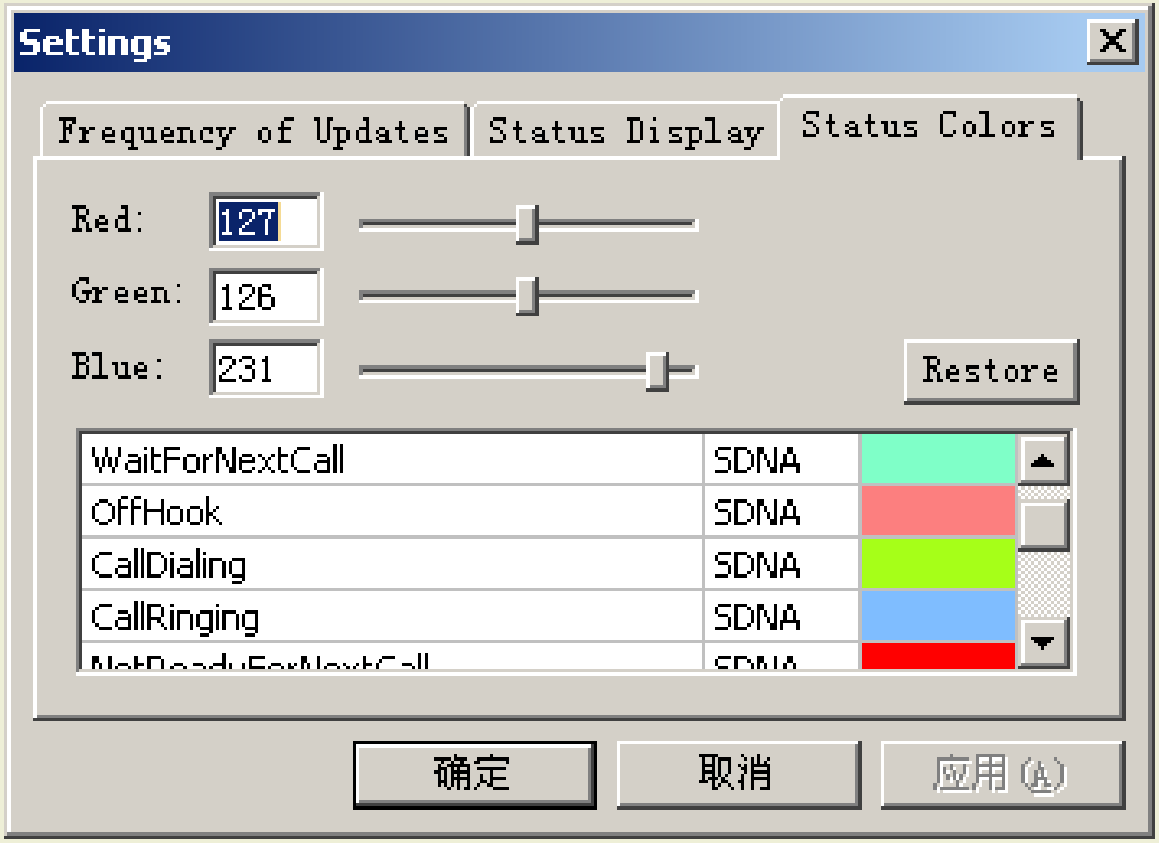


Login Screen



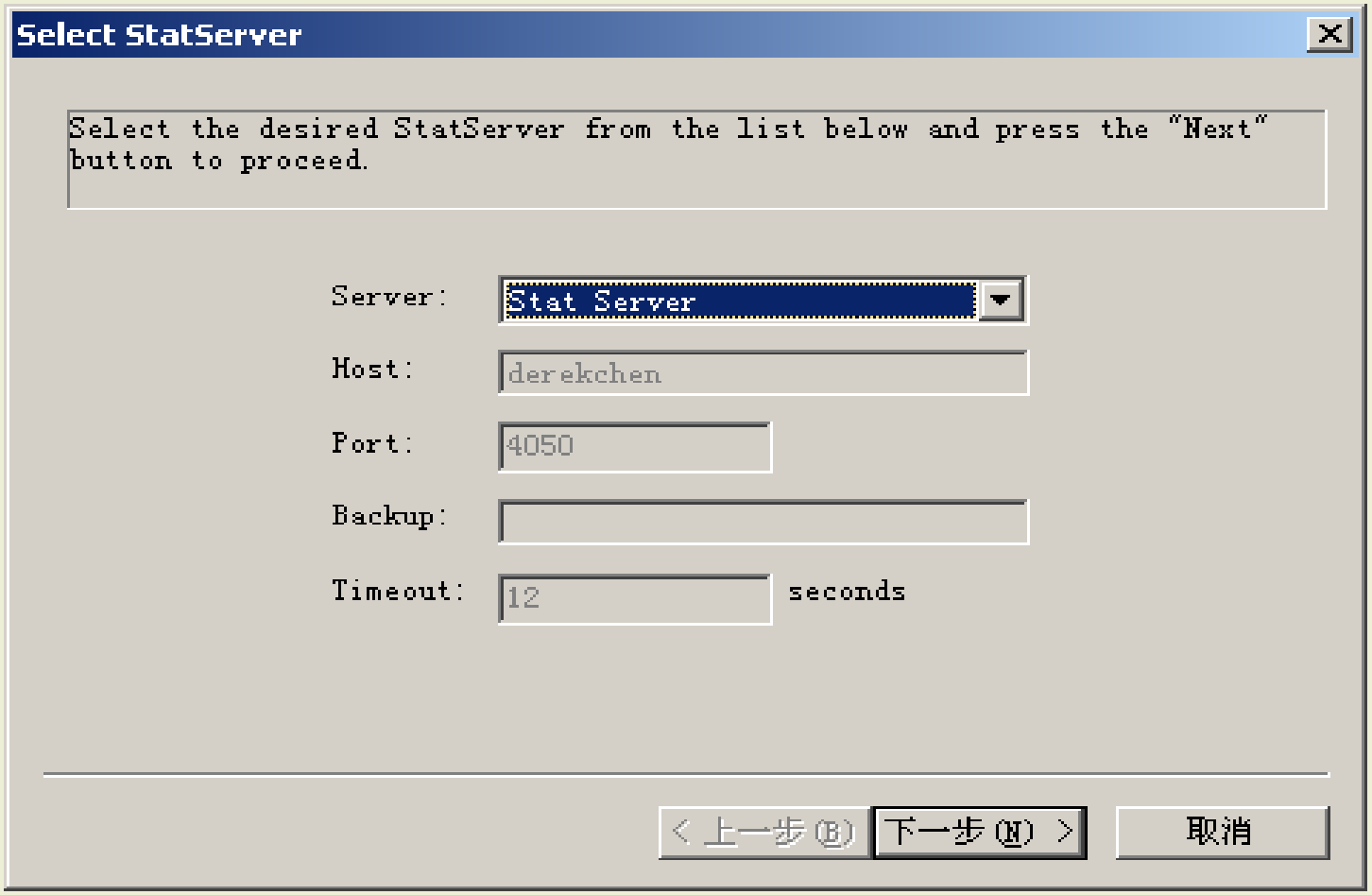
Settings - Action Colors

- Specify status icon colors



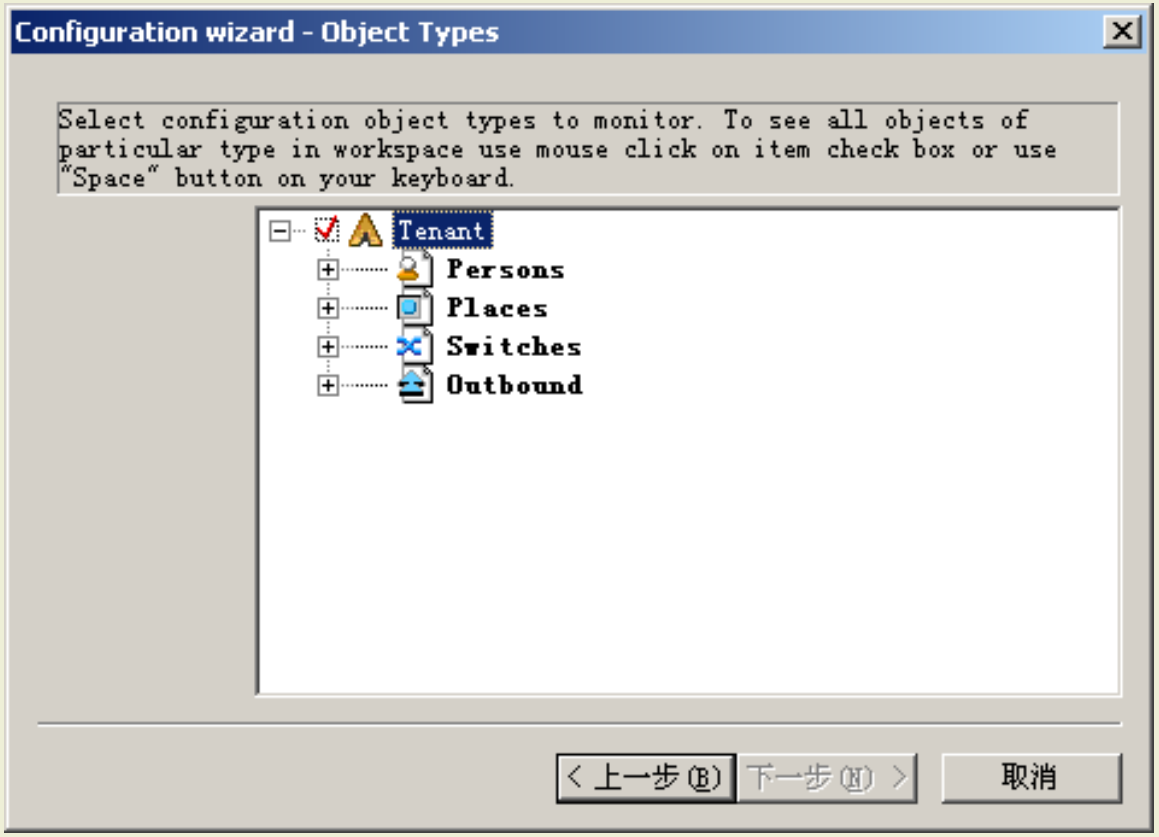
Select Stat Server

- A backup Stat Server can be defined in CME



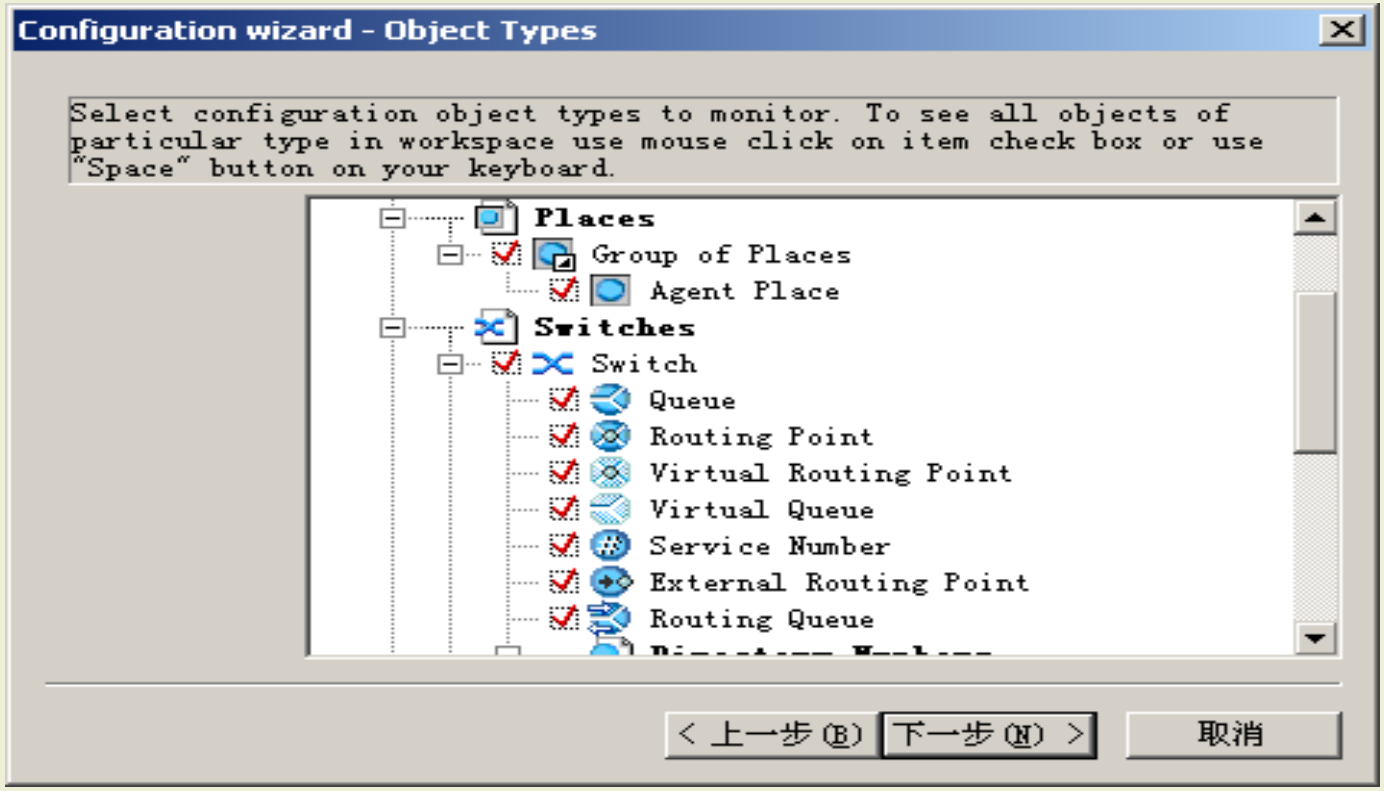
Select Tenant

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

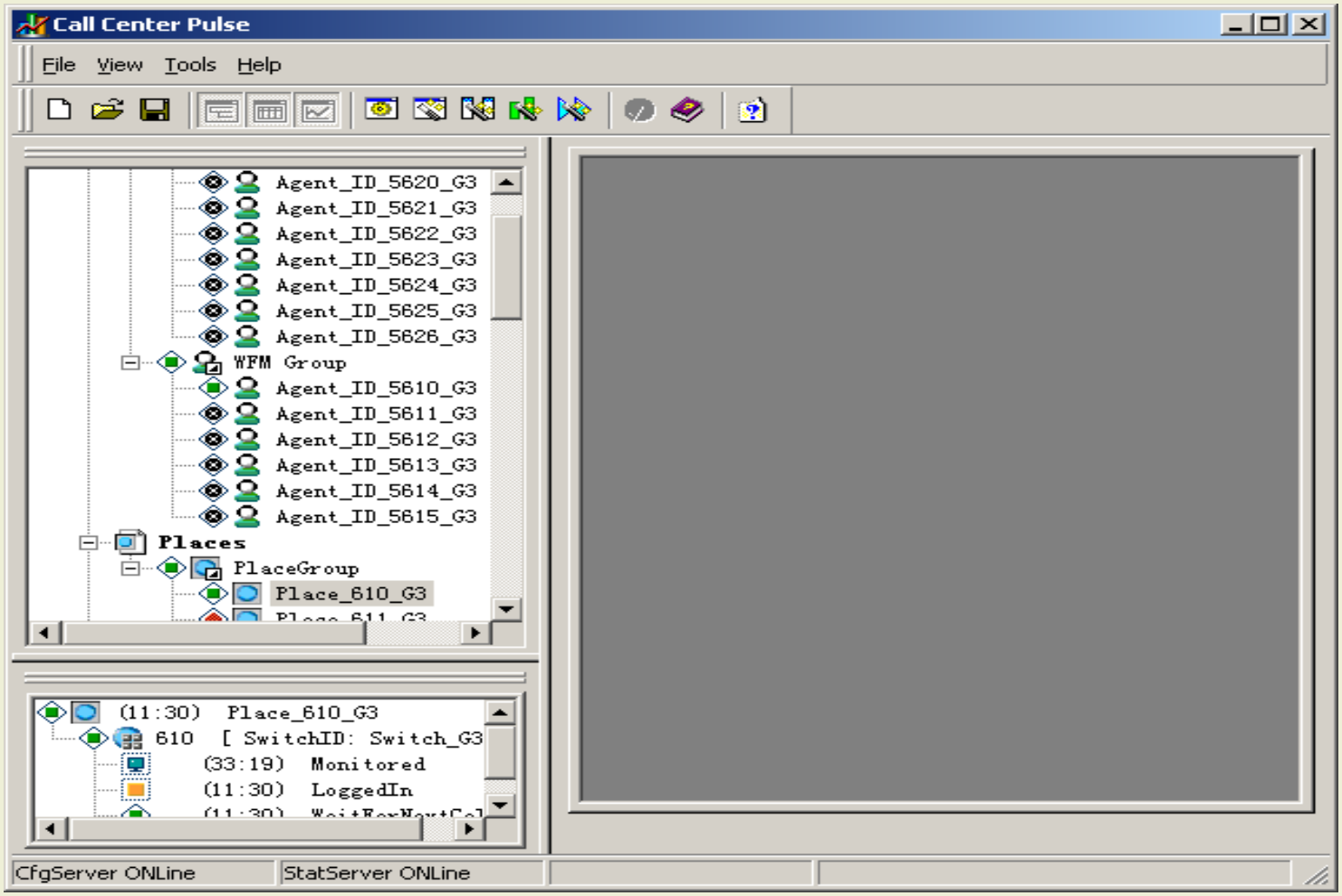


Select Object

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



Workspace Tree View



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