



# ACEYUS REPORTING

## ACEYUS REPORTING WITH BUSINESS INTELLIGENCE PLATFORMS

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Aceyus Reporting is a high performance application platform designed to provide reporting users with actionable real-time data, historical/trending metrics and analytics that provide valuable insight to their contact center operations. This is achieved by integrating data from various sources in the contact center environment into a centralized repository called the Aceyus Vault. Once data resides in the Vault, it is normalized and available for reports, dashboards, mobile applications and Vault APIs employed by contact center supervisors, Agents, and various other users.

The Aceyus Reporting platform provides powerful dashboard and report creation tools to access data collected in the vault and distribute it in various report output formats. Access to the reports, report tools and the underlying data is subject to roles/permissions based access control. In addition, the platform architecture is very flexible, highly scalable and may be designed to meet stringent High Availability requirements.

### **HOW DO ACEYUS REPORTING AND BUSINESS INTELLIGENCE (BI) PLATFORMS DIFFER AND WHERE DOES ACEYUS ADD VALUE RELATIVE TO BI PLATFORMS?**

Aceyus Reporting differs from typical Business Intelligence platforms in many respects but primarily in its focus on contact center data. The Aceyus Reporting platform is a high performance, exceptionally scalable, multi-vendor reporting solution optimized for contact center operations. BI systems usually incorporate data from sources throughout the enterprise in addition to the contact center. Often, BI systems are employed for complex, multi-dimensional analysis and “What If?” scenarios that may guide strategic decisions. The typical BI system may be used to support contact center operations decisions, but are more commonly used for after the fact analysis of operational data.

Aceyus Reporting can be an effective complementary resource when used in conjunction with BI platforms. Aceyus Reporting excels at providing key performance metrics and actionable data to contact center managers in a timely fashion furnishing essential information needed for operational decisions. Aceyus Dashboards and Alert features provide superior real-time monitoring and notification capabilities. Combining these features with near real-time data and historical reports, as well as analytics for Contact Detail, First Call Resolution, Transfer Analysis, Repeat Callers and IVR Exit Point Analysis, Aceyus provides the most robust and effective contact center reporting platform available in the marketplace.

### **KEY VALUE PROPERTIES THAT DISTINGUISH ACEYUS REPORTING RELATIVE TO BI PLATFORMS:**

- Aceyus Flexible Security Model with AD Integration – Aceyus provides extensive flexibility with access/security facilitating granular system and data access by user group or individual. This provides system administrators the ability to grant Query Tools access to key qualified personnel within the

business user community. This may make gaining access to system resources for operational queries easier if BI system access is tightly controlled.

- Aceyus Vault Central Data Repository – Aceyus Vault can be a data source for the BI system. This effectively reduces administration and maintenance of multiple BI data sources down to a single source for contact center data. This essentially offloads a significant administrative burden from the BI administrative team.
- Aceyus Vault Data Normalization – As a BI data source, Aceyus Vault provides normalized data thereby reducing the burden of data normalization and validation on the BI administrative team.
- Aceyus Reporting is optimized for producing real-time and near real-time, actionable data essential for managing the contact center. Users can employ Aceyus Query Tools to interrogate call detail data within minutes of incident reports. In many cases, queries executed via BI tools may not be possible even the day of the incident report and the queries may take an extended time to complete.
- Aceyus analytic modules are optimized to facilitate operational decisions in real-time or throughout the day. Some analytic modules may even be used for real-time routing applications. Typical BI systems are more focused on “What If?” types of analytics that often do not meet the high performance requirements of the contact center.