



ACEYUS REPORTING

Aceyus Intelligence Executive Summary

Aceyus, Inc.

June 2015

ACEYUS REPORTING

ACEYUS INTELLIGENCE EXECUTIVE SUMMARY

Aceyus Intelligence is a suite of products for optimizing contact center operations through world class reporting, contact treatment management, data collection and data transformation products. Aceyus products reflect thoughtful execution of concepts born from years of experience in the contact center space as well as careful attention to our clients' requests and innovative ideas about improving their operations to address their customers' needs.

ACEYUS REPORTING

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 and dashboards employed by contact center supervisors, Agents, or various other users via web based applications, mobile applications and Vault APIs.

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. The Aceyus platform can be integrated to customer LDAP/Active Directory resources to facilitate user's management and Single-Sign-On access. In addition, the platform architecture is very flexible, highly scalable and may be designed to meet stringent High Availability requirements. Combining these characteristics with an intuitive and efficient user interface makes Aceyus reporting a great choice for extending the power of contact center related data to the user community.

ACEYUS REPORTING PLATFORM FEATURES

SYSTEM LEVEL FEATURES

Application

1. Data normalization provide a uniform view of data across multiple data sources.
2. Easy to use Report and Dashboard builder/editor tools that are subject to access controls.
3. Sophisticated report scope builder specifies integrated data sets for building reports from multiple tables and/or data sources.
4. LDAP or Active Directory Integration supports:
 - a. Efficient security and platform management.
 - b. Single-Sign-On platform access.
5. Flexible Security model provides role and permissions based access to users:
 - a. Report access permissions.

- b. Reporting Tools access permissions.
 - c. Data access permissions.
- 6. Aceyus Vault APIs provides Web based or Mobile Devices application support.
- 7. Supports data export to external Enterprise Data Warehouse.
- 8. Extensive Audit Trail capabilities.
- 9. Report metric customization with the ability to create new custom metrics.
- 10. Highly customizable reporting metric thresholds and alerting capabilities.
 - a. Threshold capabilities:
 - i. Set thresholds on any metric in a dashboard or report.
 - ii. Set multiple levels of thresholds.
 - iii. Use combinations of metrics to define a threshold.
 - b. Alerting capabilities for breached thresholds:
 - i. Visual cue notification on dashboards and reports.
 - ii. Email or SMS notifications.
 - iii. Escalating notifications for alternate distributions based on associated thresholds.
- 11. Personalized User Interface support.
- 12. Multiple Languages - Localization and Internationalization Support.
- 13. Multiple time zone support for data collection and reporting (configurable default or run-time selection).
- 14. Interactive Report and Dashboard sharing.
- 15. Call Detail/Cradle to Grave Reporting with multiple data sources and supporting links to external systems.

Architecture

- 1. Multi-vendor support for data integrations – Aceyus has standard adapters for numerous ACD, Multi-channel, IVR, Workforce Management and other contact center technology. New adapters are continuously added to the platform.
- 2. Platform Characteristics
 - a. Components:
 - i. Aceyus Vault Database – The central repository for reporting data. May be one or more servers depending on customer requirements.
 - ii. Aceyus Web Application – The web based application server platform. Typically multiple web servers positioned logically behind network load balancer resources (customer provided).
 - iii. Internet Browser – Client system based browser with no other software requirements. Support for multiple internet browsers (Internet Explorer, Google Chrome, Mozilla Firefox).
 - b. The Aceyus Application runs on Microsoft technology:
 - i. Microsoft Windows servers.
 - ii. Microsoft Internet Information Service.
 - iii. Microsoft SQL Server.
- 3. Scalability – Aceyus Reporting employs a flexible and highly scalable architecture suitable for various sized contact centers from mid-range to the largest, multi-site enterprise environments.
- 4. High Availability support with the Aceyus Vault is provided via:
 - a. Geographic Redundancy – Each side of the Vault employs independent feeds for operational data, but replicates application data between geographically separate sites.

- b. Microsoft SQL Server database server clustering is supported in specific configurations.

REPORTING FEATURES

1. Sophisticated report scheduling tools support many report distribution scenarios.
2. Specify data ranges or relative dates for reports.
3. Multiple report output formats: HTML, Excel, Word, PDF, CSV, XML, etc.
4. Generate SQL from the specified report.
5. Interactive report structure: move columns, sort order, multi-sort order, hide/show columns.
6. Ad-hoc reporting with easy query building.
7. Powerful filtering tools for specifying, saving and sharing report filters.
8. Row level filter capability on all reports.
9. Enforced data integrity on multi-level report object selection (based on scope).
10. Column grouping in report definitions.
11. Configurable report refresh rates.
12. Automatic report summary rows and data roll-up.

DASHBOARD FEATURES

1. Blending of real-time, near-real-time and historical/trending information in a single dash.
2. Object specific refresh rates when multiple objects appear in a dashboard.
3. Dashboard data refresh on demand.
4. Powerful Dashboard Builder that supports:
 - a. Real-time report injection.
 - b. Built in graphics.
 - i. Charts – Bar, Line, Pie
 - ii. Gauges – Radial, Linear
 - c. Robust formatting and color scheme support.
 - d. Dashboard variables.
 - e. Embedded custom code (HTML 5, JSON)
 - f. Scrolling/Marque text
5. Wallboard support/API.

ANALYTIC FEATURES/MODULES

1. Cradle-to-Grave detail reports
2. First Call Resolution
3. Transfer Analysis
4. Repeat Callers
5. IVR Exit Point Analysis

ACEYUS REPORTING COMPETITIVE ADVANTAGE

The Aceyus Reporting Products offer customers a vendor independent reporting platform that effectively consolidates reporting data from a wide variety of similar and/or disparate data sources. Aceyus provides a highly flexible security model and exceptionally powerful report building tools that provide the right amount of control for customization functionality. This applies to all skill levels, from the reporting novice to the true reporting experts and power users. These characteristics, as well as the items listed below, are the primary features/functions that distinguish the Aceyus market position from other reporting platforms/vendors in the contact center reporting space.

1. Aceyus reporting connects to multiple ACD products to provide a single, consolidated reporting platform that normalizes data from multiple contact center data sources. It provides sophisticated reports and dashboards to communicate metrics from multiple Avaya Aura platforms, Aspect Contact Center, Cisco ICM/UCCE platforms, various Workforce Management/Optimization and IVR data sources within a single dashboard or report.
2. Aceyus offers an extremely flexible architecture that is suitable for mid-sized contact centers and can be scaled to the largest enterprise contact centers serving thousands of users.
3. Aceyus extends the standard reporting by offering the following contact center focused analytic modules:
 - a. Customer Journey reporting that may incorporate data from each leg of the contact flow as well as provide links to external data such as Call Recording and WFM.
 - b. First Call Resolution customized to match customer requirements.
 - c. Transfer Analysis to provide insight to contact transfer activity.
 - d. IVR Exit Point Analysis to optimize IVR treatment and subsequent agent assist activities.
4. The Aceyus Reporting platform offers numerous standard adapters for integrations to many common contact center systems. If a customer wishes to incorporate data from a non-standard data source, Aceyus Professional Services are available to develop custom adapters.
5. Aceyus offers Professional Services with extensive expertise in contact center operations, applications and infrastructure as well as providing reporting services. Our Professional Services employ a proven methodology identifying requirements then designing and implementing appropriate solutions.