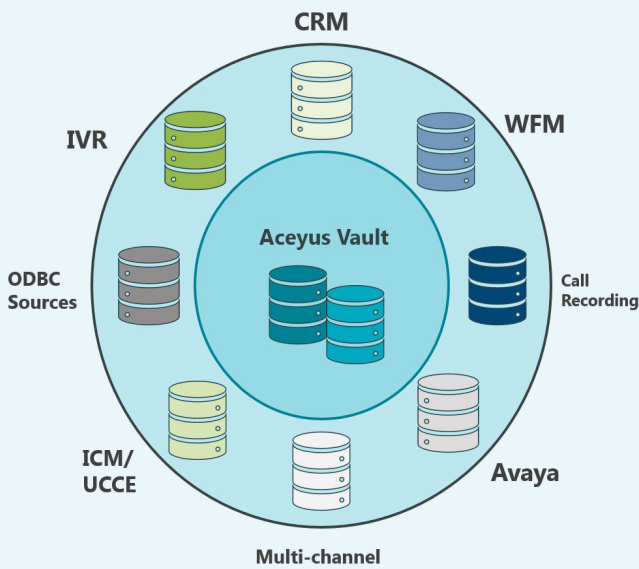




Seamless Data Reporting & Management

Aceyus Vault centralized repository and data adapters

The foundation of the Aceyus Reporting and Analytics platform is the Aceyus Vault, a warehouse that can pull data from any system or channel – multi-vendor environments, voice, chat, email, WFM, CRM and more. Aceyus offers omni-channel reporting and dashboards that bring the data to life in a common reporting interface that provides complete, real-time and historical information.



Data Consolidation and Management

Use standard and purpose-built data adapters to consolidate contact center data within the Aceyus Vault, a centralized data repository that manages and normalizes your data. Reporting and analytics possibilities are endless when your data is managed through the Vault.

- Omni-channel reporting
- Consolidation of multiple ACD instances with other data sources
- WFM data merged into reporting for hierarchical metrics
- Customer journey analytics across ACDs, IVRs and other interaction channels
 - Real-time performance management dashboards
 - and much more

Long-term Data Strategies

The Vault is scalable to any sized data warehouse and provides comprehensive detail and interval data storage. Metrics for interval, daily, weekly, monthly and ad hoc summaries simplify front end reporting.

Tailored Data Organization

The Aceyus Lexicon Hierarchy allows you to rename, organize and display data elements to match your company's organizational structure and vocabulary. Using an easy point-and-click interface, you can assign custom attributes to reporting objects that allow you to group data according to organizational requirements. Line of business, region, language and customer segment hierarchies are some examples of how the Aceyus Lexicon Hierarchy can help align reporting with your business needs.

Aceyus Data Adapters

Data adapters consolidate data from disparate systems into the Aceyus Vault which allows you to efficiently monitor and optimize your entire contact center operation from a single view.

Aceyus provides standard data adapters for most contact center platforms. In addition, Aceyus can provide purpose-built adapters for virtually any platform that allows external data acquisition.

Aceyus Data Adapters

We have adapters available for virtually any contact center platform or customer-provided data source. We build custom adapters specifically for your needs.

Some of Our Data Adapters

Avaya Aura Contact Center	Avaya AEP	Avaya AES	Acqueon Dialer
Acqueon Survey	Aspect ACD	Aspect RTA	Aspect UIP
Aspect WFM	Calabrio Quality Management	Calabrio WFM	Avaya Call Back Assist
Avaya CMS	Avaya Context Store	Cisco CVP	CaféX Supervisor Assist
Avaya ECH	EPIC	Genesys Contact Center	IEX WFM
Live Person	NICE QM	NICE WFM	Nuance Application Reporting System
Oracle Service Cloud - Right Now	Avaya Proactive Contact Management	Avaya Proactive Outbound Management	Remedy CRM
Rockwell ACD	Cisco UCCE	Cisco Call Manager	Verint Call Recording
Verint Quality Management	Verint WFM	Verint Hold Real-time	Avaya Work Assignment

Data Sources

- ACD Platforms
- IVR Platforms
- Outbound Dialers
- Voice Gateways
- CRMs
- WFM's
- Ticketing Systems
- Custom CTI Adapters
- Customer Databases



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