

Call Type Performance Daily										
Application	Call Stats			Tot. Ans Time	Avg Speed of Answer	Svc Level (Excl. Aband)	Svc Level (Incl. Aband)	Percents		
	Calls Offered	Calls Answered						Percent Abandon	Percent Handled	Percent Err
800_Published_English (8007)	322	290	01:33:39	00:00:19	81%	79%	5%	124%	0%	
Application	Date	Calls Offered	Calls Answered	Tot. Ans. Time	Avg Speed of Answer	Svc Level (Excl. Aband)	Svc Level (Incl. Aband)	Percent Abandon	Percent Handled	Percent Err
800_Published_English (8007)	01/17/2016	34	32	00:11:56	00:00:22	79%	79%	0%	132%	0%
	01/18/2016	98	89	00:33:11	00:00:22	79%	78%	7%	133%	0%
	01/19/2016	121	107	00:40:48	00:00:22	78%	76%	5%	116%	1%
	01/20/2016	69	62	00:07:42	00:00:07	91%	87%	6%	122%	0%
800_Published_English (8007)	Sub Total	322	290	01:33:39	00:00:19	81%	79%	5%	124%	0%
800_Published_Spanish (8280)		1,910	632	37:15:09	00:03:32	31%	28%	24%	37%	0%
EN_Corporate (7711)		2,798	2,709	13:50:16	00:00:18	84%	83%	1%	99%	1%
EN_Customer_Service (7767)		132	107	00:11:26	00:00:06	88%	88%	1%	140%	0%
EN_Sales (7821)		1,199	1,128	12:47:24	00:00:40	75%	73%	6%	100%	0%
EN_Technical_Support (7864)		119	112	00:44:49	00:00:24	85%	84%	3%	163%	0%
Escalations (7922)		2,563	2,216	58:23:08	00:01:34	54%	53%	10%	90%	2%
Human_Resources (7992)		678	511	69:36:31	00:08:10	14%	13%	23%	94%	0%
Manufacturing (7710)		2,054	1,966	09:46:43	00:00:17	84%	83%	2%	99%	2%
Overflow (7920)		4,704	3,202	45:02:32	00:00:50	53%	47%	27%	70%	0%
Receptionist (7957)		387	295	01:11:12	00:00:14	83%	73%	20%	103%	0%
SR_Corporate (8276)		195	187	00:53:39	00:00:17	89%	87%	4%	133%	0%
SR_Customer_Service (8200)		564	542	00:48:50	00:00:05	99%	96%	3%	118%	0%
SR_Sales (8289)		158	157	00:13:04	00:00:04	100%	99%	1%	146%	0%
SR_Technical_Support (8345)		434	382	08:39:52	00:01:21	54%	53%	9%	105%	0%
Shipping (7618)		448	415	05:11:50	00:00:45	73%	72%	5%	112%	0%
Report Total		18,665	14,851	266:10:04	00:01:04	65%	62%	13%	87%	



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Real-time & Historical Reporting

Centralize, normalize and simplify your contact center reporting

Whether you're a seasoned pro or new to reporting, Aceyus empowers its users to take control of their contact center data through an easy-to-use interface.

Centralize Data

Contact centers generate massive quantities of data from many systems, usually stored in isolated databases with their own reporting systems.

With the Aceyus Vault data repository, you can create new data combinations that bring remarkable visibility into the customer experience. Data from IVR, CRM, WFM and other platforms can be linked and presented in reports and analytics packages that show how customers and agents connect throughout the customer journey.

Normalize Metrics

The Vault allows Aceyus to combine omni-channel data into a single report.

The reporting tools allow users to normalize data elements and apply custom calculations to create a unified view of the contact center, from contact center service levels all the way down to contact detail reports.

Simplify Reports

Aceyus Reporting provides an easy-to-use reporting interface that allows end users to customize real-time and historical reports. SQL knowledge or any other special programming skills are not required. Knowledge of your contact center data is the only prerequisite for building and editing effective reports.

User Access

Assign roles- and permissions-based access to report/dashboard viewing and editing.

The flexible Aceyus security model optimizes the utility of Aceyus Reporting by allowing system administrators to restrict or grant access to the reports/dashboards, editing tools and the underlying data.

Aceyus Reporting Features

Charts and graphs for real-time and historical reports and dashboards

Run-time customization of reports

Alerts/thresholds on all reports

Flexible security with LDAP integration

Multi-dimensional reporting

Multiple browser support

Dashboard and reports version control

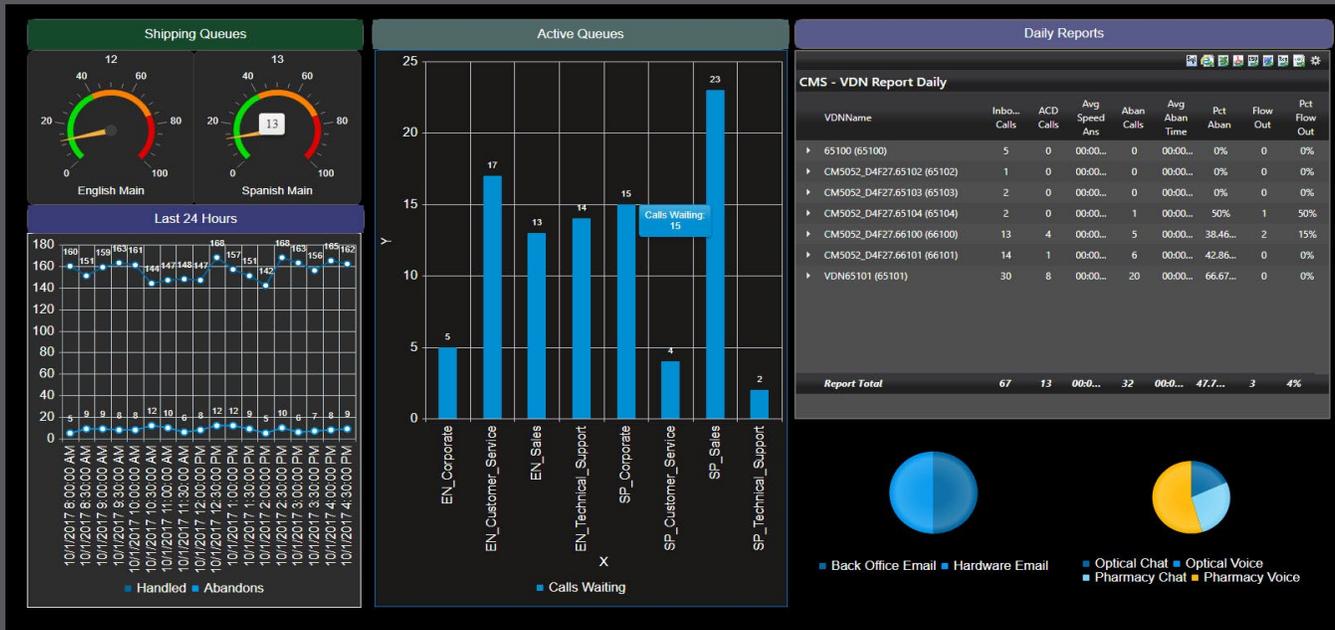
Time zone localization

Scheduled reports and automated escalation alerts via email and SMS

Native nested summaries of report data

Easy-to-build Dashboards

Reports, gages, charts, graphs, etc.



The Aceyus Dashboard Editor is a browser-based, drag-and-drop interface that allows you to create the dashboards you need to manage your contact center operations.

Other Key Features:

- Display real-time and historical elements with a variety of data grids, charts and gages
- Highly customizable dashboard controls, text fields, data variables and HTML links
- Individual refresh rates for dashboard objects
- Customer branding options available for dashboard personalization
- Various screen resolutions for displays of any size, including wallboards

