Top 5 Ways to Improve your CMS Call Center Reporting

MANAGING

PERFORMANCE

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Call Center Reporting Solutions

Who is NetLert

Avaya Call Center Reporting Solution Provider

- Avaya DevConnect Partner for 13 years

- Specialize in reporting solutions for Avaya-based call centers

- Founded in 2000

- Headquartered in Asheville, NC

- Call centers from 2 agents to 20,000 agents

- Recognized globally for unparalleled support and customer service
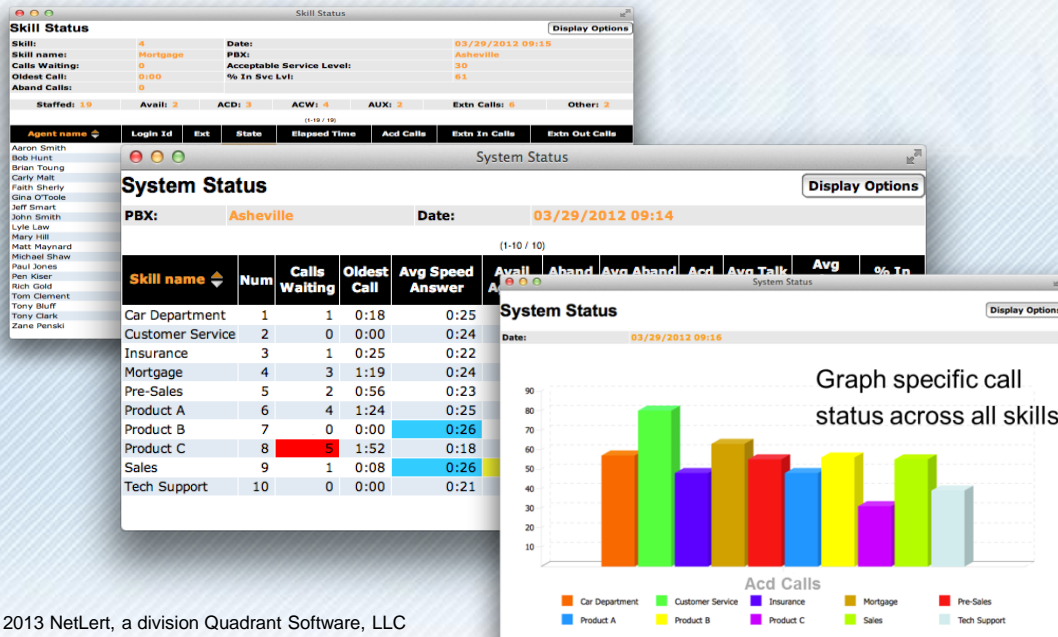
- 9 years of support for IAUG

IAUG
INTERNATIONAL AVAYA USERS GROUP

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

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Two Solutions:

N-Focus for non-CMS environments

N-Focus Plus for companies already heavily utilizing CMS – add on for CMS
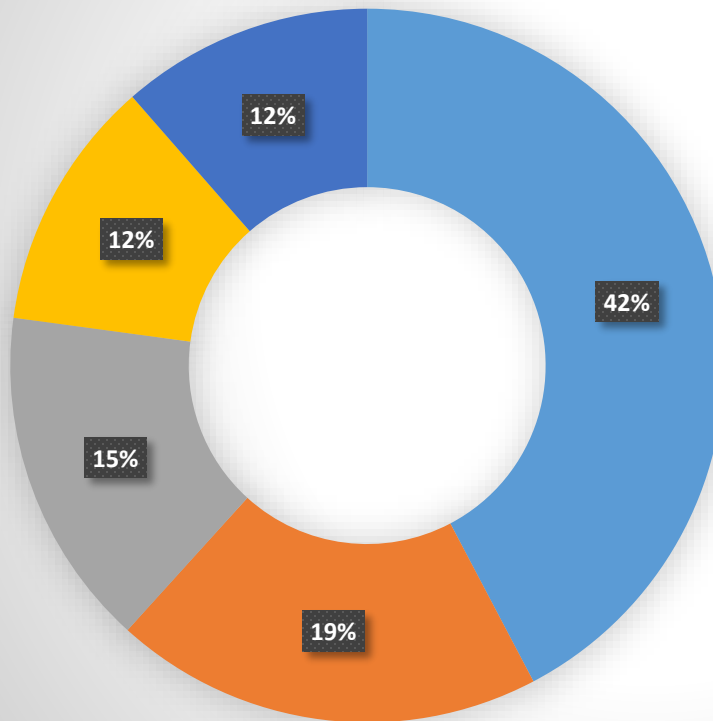

Graph specific call status across all skills

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Top 5 Ways to Improve your CMS Call Center Reporting

CMS Users Responses to Registration Survey Question:
"What would most benefit your CMS reporting solution?"

- 42%
- 19%
- 15%
- 12%
- 12%

- ■ Easy to use web-based interface
- ■ Simple automatic report distribution
- ■ Native 100% web-based reports and mobile access
- ■ Unlimited users access and create permission-based reports
- ■ Consolidate data from multiple CMS servers in one interface

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1: 100% Web-Based Reports and Mobile Access

CMS Challenge

- CMS is a client-server application. Web reporting module is very limited.

N-Focus Plus Solution

- Built from the ground up as a 100% web-based reporting tool.

Create, run, view and distribute reports from your web browser on your PC, mobile, tablet…

…any web-enabled device!

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2: Ease of Use

CMS Challenge

- Web reporting module is difficult to use – requires strong understanding of CMS and significant time to setup and create

N-Focus Plus Solution

- Intuitive interface lets any authorized user quickly create, run and distribute permission based reports
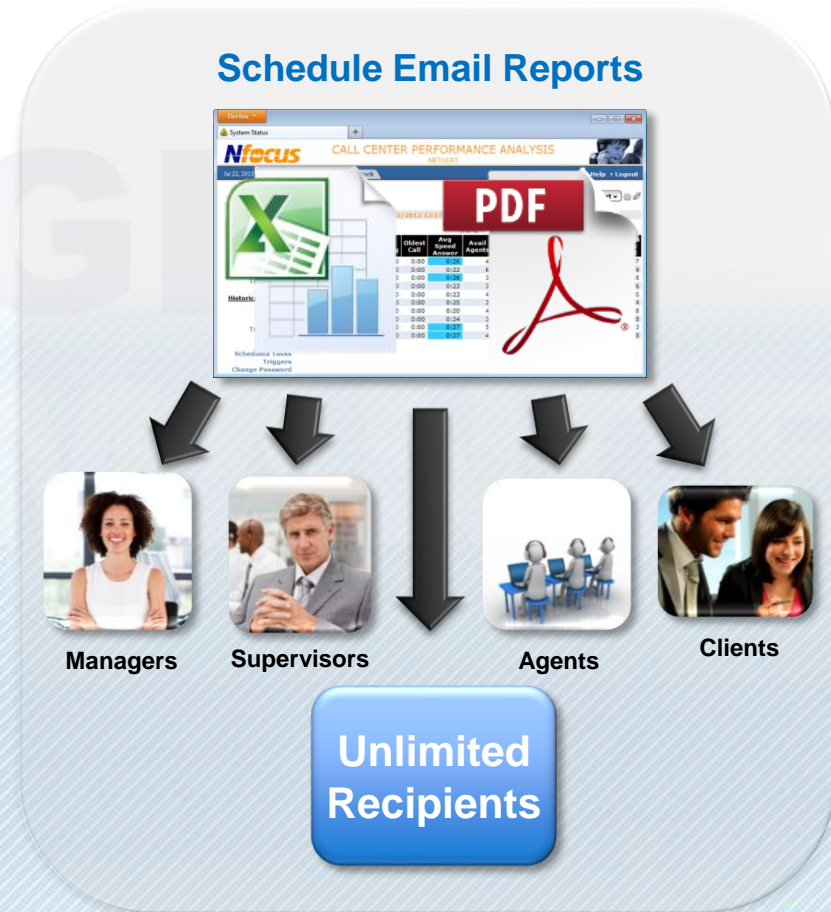
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3: Automated Report Exports to Excel

CMS Challenge

- Difficult to set up reports for automatic distribution

N-Focus Plus Solution

- Easy-to-schedule automatic report distribution for any report, to any one, in Excel or PDF formats

Schedule Email Reports

Managers   Supervisors   Agents   Clients

Unlimited Recipients

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4: Reporting on Multiple CMS Servers

CMS Challenge

- Decision makers need to quickly and easily see all activity across all CMS servers in one report

N-Focus Plus Solution

- Users can see activity across all CMS servers in one report in a single click

Avaya CMS   Avaya CMS   Avaya CMS

N-Focus

Managers   Supervisors   All Key Decision Makers   Agents   Clients

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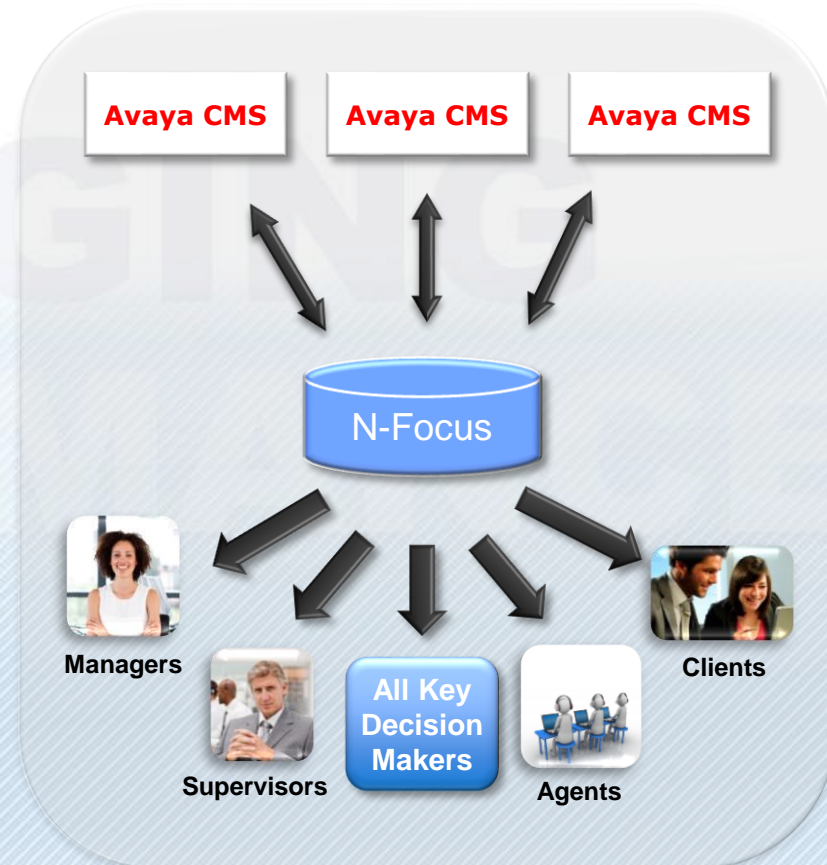
5: Unlimited Access to Data

CMS Challenge

- Too few users have access to data, decisions get delayed

N-Focus Plus Solution

- Unlimited number of users can access data with permissions and privileges associated with each

Managers **Supervisors** **Agents** **Clients**

Unlimited Authorized Users

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CMS Customer Success with N-Focus Plus

Background

- High profile technology company with rapid growth in recent years.

Challenges

- Many business units needed to view their own data, but no one else's due to security requirements
  - CMS Supervisor was too cumbersome for non-power users
- Required consolidated reporting across multiple CMS servers
- Solution needed to be 100% web-based

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CMS Customer Success with N-Focus Plus

N-Focus Plus Solution

- Users LOVED the product

- Deployed N-Focus Plus world-wide within 2 months of discovery

- Upgraded 3 times since, over 6,000 agents across 7 CMSs

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We Love Mobile!

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Contact us for a
personalized live demo!

iPad Mini Giveaway

Want to see more but not ready for a demo? Virtual Product Tour:

netlert.com/producttourform.php