

# **Top 5 Ways to Improve your CMS Call Center Reporting**

**MANAGING**

**PERFORMANCE**

# Introduction

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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

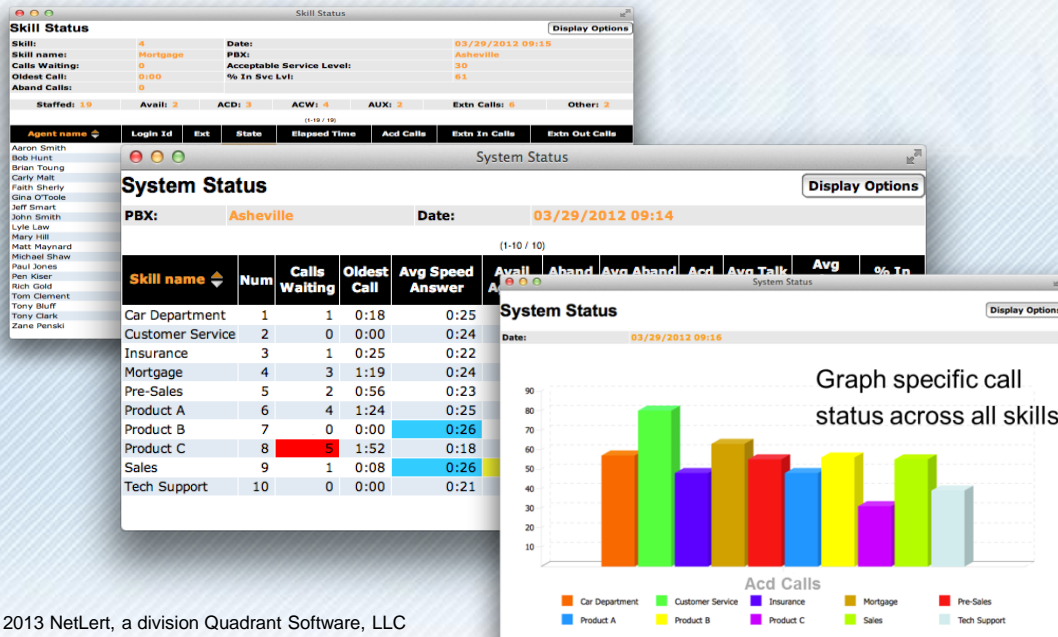


# N-Focus: Web-Based Call Center Reporting

## Two Solutions:

**N-Focus** for non-CMS environments

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

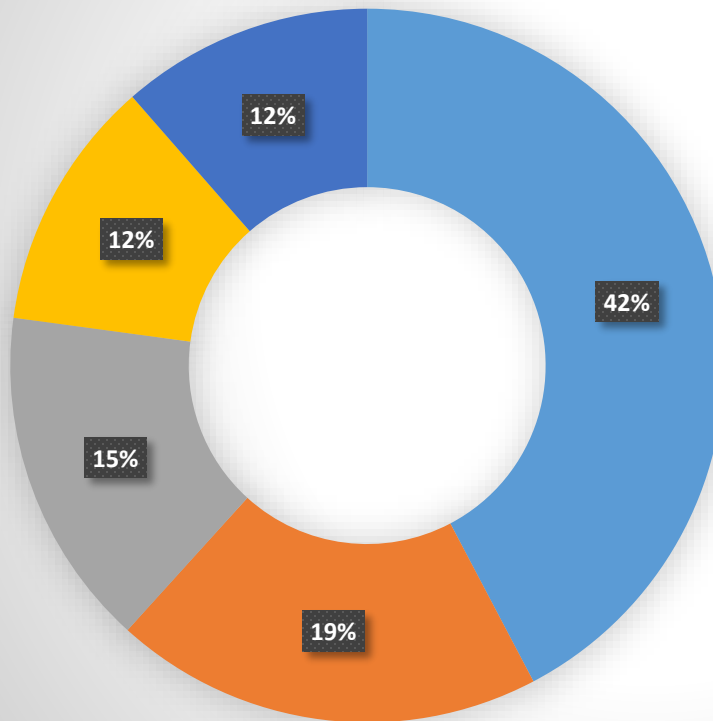


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# Top 5 Ways to Improve your CMS Call Center Reporting

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



- 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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# Top 5 Ways to Improve your CMS Call Center Reporting

## 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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# Top 5 Ways to Improve your CMS Call Center Reporting

## 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

The image displays three sequential screenshots of the N-Focus Plus web reporting interface, illustrating the ease of use for creating and running reports.

**Screenshot 1: System Status**  
The interface shows the 'System Status' page with a sidebar for navigation. The main content area displays 'Report: Standard' and 'Type: Tabular'. Below this, there are sections for 'Choose splits' and 'Choose which fields to display'. The 'Choose splits' section includes checkboxes for various categories like Car Department, Customer Service, Insurance, Mortgage, Pre-Sales, Product A, Product B, Product C, and Sales. The 'Choose which fields to display' section includes checkboxes for Num, Avg Speed Answer, Calls Waiting, Oldest Call, Avg Aband Time, Avail Agents, Aband Calls, Accd Calls, and % In Svc Lvl. A 'Report' button is visible at the bottom of the 'Choose which fields to display' section.

**Screenshot 2: Report Fields**  
This screenshot shows the 'Report Fields' page, which is a continuation of the report configuration process. It displays the same 'Report: Standard' and 'Type: Tabular' settings. The 'Choose which fields to display' section is expanded, showing a list of fields to be included in the report. The 'Report' button is again visible at the bottom.

**Screenshot 3: System Status (Report Output)**  
This screenshot shows the final report output, titled 'System Status'. It displays a table with columns for 'Skill Name', 'Num', 'Calls Waiting', 'Oldest Call', 'Avg Speed Answer', 'Avail Agents', 'Aband Calls', 'Avg Aband Time', 'Accd Calls', 'Avg Talk Time', and '% In Svc Lvl'. The table contains data for various skill groups, including Car Department, Customer Service, Insurance, Mortgage, Pre-Sales, Product A, Product B, Product C, Sales, and Tech Support. The data is presented in a clear, tabular format, making it easy to read and analyze.

# Top 5 Ways to Improve your CMS Call Center Reporting

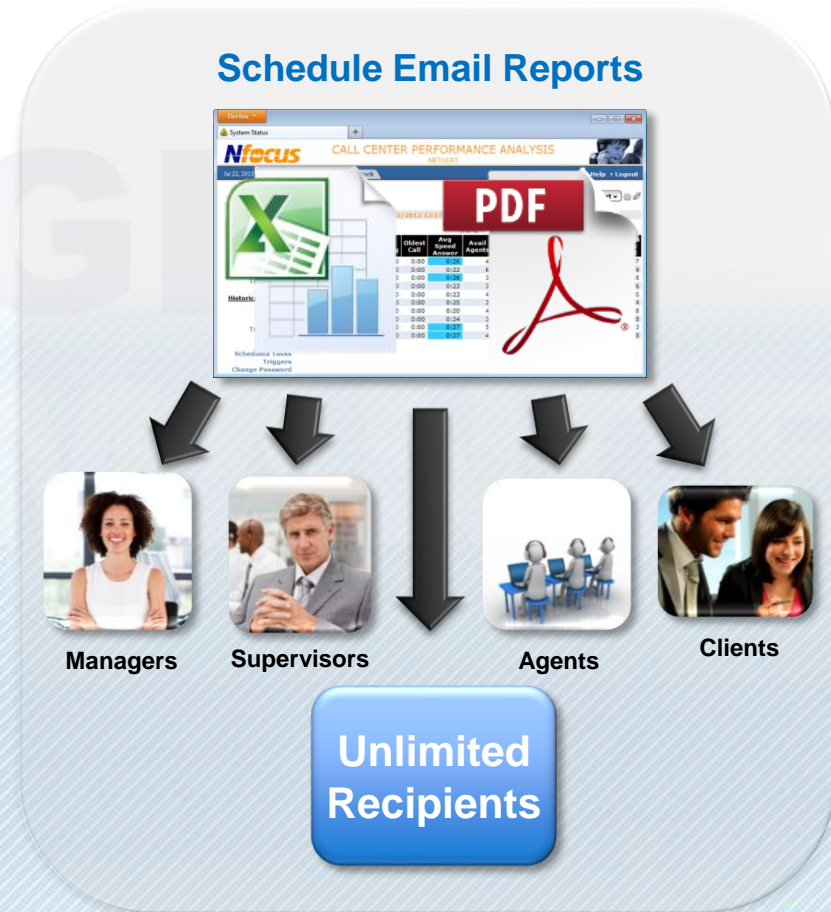
## 3: Automated Report Exports to Excel

### 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



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# Top 5 Ways to Improve your CMS Call Center Reporting

**Agent Historical Analysis**

Oct 2, 2013 Admin

**Real Time Stats**

- System
- Agent
- Split
- VDN
- Split Stats

**Daily Activity**

- Agent
- Split
- VDN
- Trunk Group

**Historical Analysis**

- Agent
- Agent Login/Logout
- Split
- VDN
- Trunk Group

**Settings**

- Scheduled Tasks
- Triggers
- Change Password
- Documentation

**Email / Schedule a Report**

Task Name: Daily Agent Summary Report

From: your-email@your-domain.com

To: anyone@example.com;someone-else@do

Format: Excel

Orientation: Portrait

Time intervals in seconds: ☐

Send: Daily

On: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

At: 8:00 (hh:mm)

Start: 00:00 (hh:mm)

End: 24:00 (hh:mm)

For: Previous day

Create Cancel

Extn	Avg Extn In Time	Avg Extn Out Time	Staffed Time	Held Calls	Avg Hold Time
133	0:58	1:00	15:00:00	40	0:46
124	1:05	0:58	15:00:00	39	1:20
132	0:54	1:00	15:00:00	26	1:20
139	0:59	0:59	15:00:00	72	0:46
143	1:02	1:09	15:00:00	35	1:04
104	1:03	0:59	15:00:00	9	0:51
112	1:13	0:59	15:00:00	30	0:35
129	1:02	1:06	15:00:00	29	1:08
108	1:02	1:08	15:00:00	30	1:21
125	0:41	1:06	15:00:00	38	0:39
136	0:52	0:58	15:00:00	37	0:56
127	1:12	1:21	15:00:00	52	0:35
109	0:51	1:01	15:00:00	13	2:03
109	0:56	1:12	15:00:00	12	1:47
120	1:01	1:15	15:00:00	17	1:24
107	0:45	1:04	15:00:00	48	0:54
153	0:54	0:54	15:00:00	17	2:24
141	0:55	1:10	15:00:00	21	1:02
124	1:08	0:52	15:00:00	35	1:27
116	0:48	1:06	15:00:00	39	0:51
126	1:25	0:53	15:00:00	33	1:03
117	0:58	1:11	15:00:00	41	0:55
141	0:49	1:02	15:00:00	42	0:41
104	0:56	1:12	15:00:00	47	0:31
118	0:59	1:32	15:00:00	33	1:06
3097	0:58	1:05	375:00:00	835	0:59

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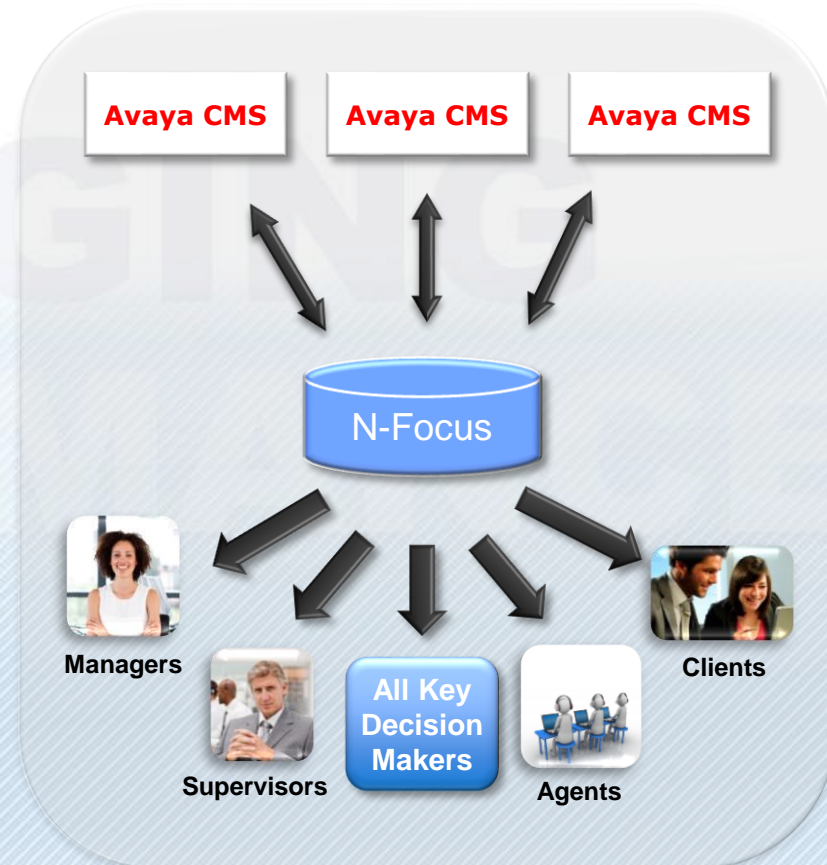
## 4: Reporting on Multiple CMS Servers

### 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



## Top 5 Ways to Improve your CMS Call Center Reporting

## 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



# 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

# 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



# N-Focus Plus for CMS

# NetLert

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iPad Mini Giveaway

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[netlert.com/producttourform.php](http://netlert.com/producttourform.php)