



# SHADOW<sup>cms</sup>

Call Center Reporting  
for BCM

## Is your company handling calls efficiently using Nortel BCM Call Center?

**SHADOW Call Center reporting for Nortel Business Communication Manager provides the answers.**

Most organizations pride themselves in providing customers with answers quickly and efficiently. A properly working call center can distinguish your business and provide a competitive advantage. An overloaded, inaccurate or malfunctioning call handling system could spell disaster.

SHADOW Call Center for BCM gives you a powerful means of deciphering the reams of information produced by your telephone system call center statistics. Now you can make intelligent workforce, skill set and network planning decisions with concise system metrics.

***Why leave the performance of your call center to just chance?***

- ✓ Powerful query builder quickly mines data that you need to make decisions
- ✓ Create custom reports with corporate logo
- ✓ Create graphs that pictorially identify activity, patterns and trends
- ✓ Capacity is limited only by the size of the hard drive
- ✓ Produces reports in PDF, XLS, XML and many other formats
- ✓ A built-in job scheduler automates reporting and other recurring tasks.
- ✓ Integrates with RSI call accounting modules

# RSI

[www.telecost.com](http://www.telecost.com)

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**Skill Set Hourly Report**

ABC Company  
40 King St. West Oshawa On L1H 1A4

Report Date: All Print Date: 2009-06-03

Hour	Total Calls	by Agent	by Non-Agent	Voice Mail	Abandoned	Average Wait	Longest Wait	Duration in queue	By Agent	Serviced in Queue
00:00 - 00:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
01:00 - 01:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
02:00 - 02:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
03:00 - 03:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
04:00 - 04:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
05:00 - 05:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
06:00 - 06:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
07:00 - 07:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
08:00 - 08:59	7	6	0	1	0	00:00:42	00:01:22	00:04:59	86	
09:00 - 09:59	23	20	1	1	1	00:04:18	00:30:47	01:39:16	87	
10:00 - 10:59	36	30	0	4	2	00:02:27	00:28:28	01:28:32	83	
11:00 - 11:59	36	28	1	1	6	00:05:33	00:34:44	03:20:02	78	
12:00 - 12:59	28	25	1	0	2	00:05:31	00:29:21	02:34:55	89	
13:00 - 13:59	46	31	2	7	6	00:04:24	01:10:35	03:22:54	67	
14:00 - 14:59	45	26	0	11	8	00:08:46	00:40:51	06:35:07	58	
15:00 - 15:59	39	30	0	7	2	00:06:30	00:26:40	04:13:46	77	
16:00 - 16:59	18	17	0	1	0	00:01:42	00:11:32	00:30:47	94	
17:00 - 17:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	
18:00 - 18:59	0	0	0	0	0	00:00:00	00:00:00	00:00:00	0	

**SHADOW CMS**  
**Call Center Reporting**  
enables administrators to effectively plan and manage their call center resources, improve customer experience and maximize their bottom line. A properly functioning and intelligent call center can allow a minimal number of agents to field a large volume of calls.



Skill set-based reports empower administrators to track call volumes, patterns, peak times and distribution, allowing them to monitor efficiency and make informed decisions on staffing and agent skill levels.

A powerful query builder and graphical reports provide easy to read at-a-glance call center statistics that highlight busy hours, peak times, agent performance and lost or abandoned calls. According to industry reports, the implementation and proper maintenance of an intelligent call center can reduce abandoned calls by up to 15 percent, lower inbound 800/888 costs by 10 percent and increase employee productivity by up to 40 percent.

Today's telecom managers are charged with making sure their communication facilities are functioning effectively. RSI offers a total unified communication management solution (TUCMS) that includes reporting under one umbrella for call accounting, call center, voice mail, auto attendant, hunt group and IVR. Talk to us about TUCMS!



Record No	TIME	DATE	DURATION	LINE	L_ON	L_DNTYPE	CC	L_CALLTYPE	L_DEVTYPE	L_REASON
3372	103180	29090602	12	000000	0000228	Set	02	IntOut	Agnt	DirectCall
80	29090602	12	000000	0000243	Set	02	IntIn	NonAgnt		DirectCall
81	29090602	12	000000				01			
81	29090602	021	000063	0000235	Set	02	Int	Agnt		DirectCall
81	29090602	021	000063				01			
35	29090602	128	000002	0000247	Set	02	Out	Agnt		DirectCall
35	29090602	128	000002				01			
31	29090602	89	000001	0000235	Set	02	Out	Agnt		DirectCall
31	29090602	89	000001				01			
82	29090602	98	000067	0000228	Set	02	Int	Agnt		DirectCall
82	29090602	98	000067				01			
25	29090602	261	000001	0000247	Set	02	Out	Agnt		DirectCall
25	29090602	261	000001				01			
15	29090602	38	000000	0000244	Set	02	IntOut	Agnt		DirectCall
15	29090602	38	000000	0000222	Set	02	IntIn	NonAgnt		DirectCall
15	29090602	38	000000				01			
86	29090602	12	000000	0000224	Set	02	IntIn	Agnt		DirectCall
86	29090602	12	000000	0000227	Set	02	IntIn	NonAgnt		DirectCall
86	29090602	12	000000				01			
34	29090506	62	000000	0000244	Set	02	IntIn	Agnt		DirectCall
45	29090505	18846	000000	0000235	Set	02	IntOut	Agnt		DirectCall
45	29090505	18784	000000	0000246	Set	02	IntIn	NonAgnt		DirectCall



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