



SHADOW^{cms}

Enhanced BCM Reporting

Consolidated activity reporting solution for Nortel Business Communication Manager

Analyze your communication facilities including CCR, Voice Mail, Hunt Groups, CDR and IVR under one roof.

Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. SHADOW^{cms} provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses. SHADOW^{cms} spans a range of industry sectors including retail, pharmacy, government, education, tourism, health care, professional, hospitality and general business environments. In vertical markets, RSI provides seamless integration to industry software such as hotel property management systems and professional accounting packages.



*Exclusive reporting solution
for Nortel BCM:*

- ✓ Works in any environment including retail, pharmacy, professional and general business
- ✓ Scalable from a small office to a global multi-site environment
- ✓ Compatible with Norstar and SL-1 format call detail data
- ✓ Provides a comprehensive picture of communication facilities including CDR, CCR, Voice Mail, Hunt Groups and IVR
- ✓ Produces reports in PDF, XLS, XML and many other formats
- ✓ A built-in job scheduler automates reporting and other recurring tasks.



RSI

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SHADOW^{cms} is a powerful set of dynamic modules for managers to track, process and allocate communication transactions (analog, VoIP and data).

Transactions of call detail records (CDR), voice mail, hunt groups, interactive voice response (IVR) and custom call routing (CCR) are delivered by your Nortel BCM server to SHADOW^{cms}. The data is processed in real time, summarized or submitted to a central server for multi-site consolidation.

SHADOW^{cms} provides a series of sophisticated traffic analysis reports of network efficiency and alternate cost modeling for facility planning. Grade of service, regional distribution and alternate route management reports assist in determining best available services.

Network performance is critical in a call center, emergency dispatch service, hospitality, government or any enterprise that prides itself in creating a seamless customer experience.

Auto attendant is often a key component of an automated call answer environment. The design of an intelligent custom call routing (CCR) tree with intuitive prompts is the key ingredient to performance and customer acceptance. SHADOW^{cms} details CCR traffic and pinpoints possible bottlenecks.

SHADOW^{cms} can also examine voice mail and hunt group logs that highlight call distribution, workforce requirements, productivity, metrics for marketing campaigns and network performance.

Interactive Voice Response (IVR) is essential for organizations that wish to provide a convenient 24/7 mechanism of communication. An effective IVR system can provide specific information, hours of operation, effective call routing, automated banking and commerce. SHADOW^{cms} examines IVR transactions and provides a concrete analysis of communications facilities.

Environments looking to justify the deployment of new technology or provide metrics on their existing investment can employ SHADOW^{cms} Enhanced BCM Reporting.

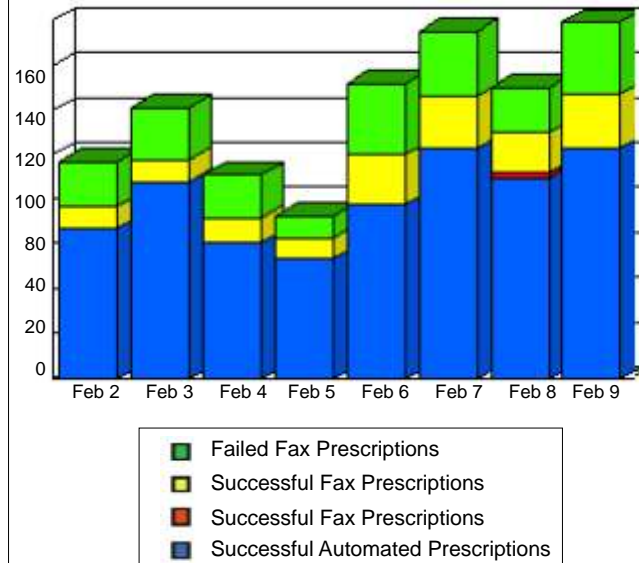
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Enhanced BCM Reporting
is a custom feature for monitoring CDR, CCR, Voice Mail, Hunt Groups and IVR exclusively on **Nortel BCM**

ABC Hardware IVR Prompt Summary

Date	Prompt	Route	Action	Total
Feb 10	1	Menu	Welcome Menu	200
	11	Menu	Seasonal Goods	140
	2	Info	Discount Offers	7
	3	Menu	Plumbing Supplies	12
	4	Menu	Gardening Supplies	10
			and Lumber	12
			to Manager	10
			Electronics	30
			ed and Returns	25
			r to Admin	20
			and Electrical	5
			ours	10
			n and Directions	10
				12

ABC Pharmacy Daily Prescription Summary



IVR solutions are often tailored for the business environment such as retail, health care, hospitality, government and professional firms. For example, a pharmacy can utilize an effective IVR script to provide medical information, prescription refills, voice mail and routing to a live pharmacist. A hardware store can determine staffing requirements for their various departments.

Visit our Nortel Compatible Products website for more information about our latest offerings tailored specifically for Nortel customers.

www.telecost.com/nortel

Find out more about what SHADOW^{cms} Enhanced BCM Reporting can do for your business...



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