



# SHADOW<sup>cms</sup>

Call Center Reporting  
for Avaya IP Office

## Is your company handling calls efficiently and providing the right customer experience?

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 Reporting gives you a powerful means of deciphering the valuable data produced by your Avaya IP Office. 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

# AVAYA

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# RSI

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

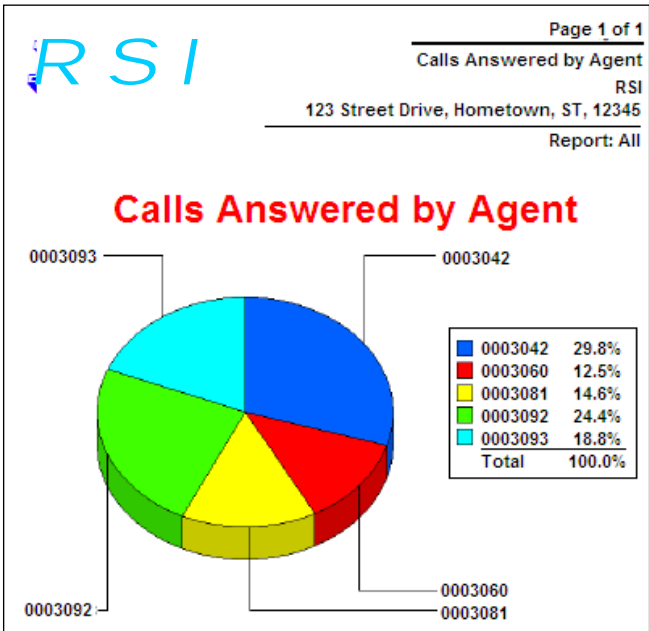
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**SHADOW<sup>CMS</sup> Call Center Reporting for Avaya IP Office** enables administrators to effectively plan and manage their call center resources, improve customer experience and maximize their bottom line.

By using SHADOW Call Center Reporting to break down the call center and hunt group data into easy-to-use and easy-to-understand reports, managers are able to spend more time overseeing operations and managing their human resources and less time trying to interpret complex data streams. Recurring reports can be run on a hands-free basis in both detail and summary formats; queue and hunt group call volumes can be broken out by the hour; and robust filtering and export options ensure that the relevant information is being provided to the appropriate parties. Enhance the efficiency of your call center today with SHADOW Call Center Reporting for Avaya IP Office.

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.

**A properly functioning and intelligent call center can allow a minimal number of agents to field a large volume of calls.**



SHADOW Call Center Reporting for Avaya IP Office 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.

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!



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