

SHADOW^{RTD}

Real Time Dashboard

Instantaneous monitoring and analysis of the health of your communication ecosystem

The success of most organizations is directly related to their ability to respond to the needs of their customers in a professional and timely manner. A well oiled communication ecosystem and trained personnel are key ingredients in reduced operating costs and greater customer satisfaction. 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 Real Time Dashboard (RTD) is a powerful tool that can monitor one or a complex array of mission-critical communication systems that require uncompromised performance and availability.

Watchdog your communication facilities in real time!

- ✓ analyze ACD, traffic or emergency events on one or more network facilities
- ✓ monitor mission critical data for agent, auto attendant, voice mail and other usage metrics
- ✓ real time grids, graphs and other widgets identify activity, patterns and trends
- ✓ browser-based interface is accessible by one or more users for real time local or remote monitoring
- ✓ enable customizable group views to pinpoint corporate patterns
- ✓ real time notification of user defined system alerts to SMS, email, audible alarm and/or broadcast to online users



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Most companies are faced with fierce competition, tight margins and demanding customers. Cost control and intelligent investment decisions are not only a necessity but for many a matter of survival. Shadow Real Time Dashboard (RTD) provides supervisors with instantaneous metrics about their communication facilities and offers call center agents immediate feedback. Companies can improve contact center performance without having to rip and replace existing equipment.

Unique dashboard views can be configured for each user. Widgets can be added, removed, resized and positioned as desired by each dashboard user.

Triggers can be defined to highlight and alert on system overload, inactivity or security breach. Managers can view statistics for multiple communication facilities from one browser or be alerted via email, text message, audible alarm, screen flash and/or network broadcast. When Shadow RTD triggers an event, a supervisor is poised to enact corrective measures ensuring that a contact center is operating efficiently.

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Real Time Dashboard is a browser based multi-vendor real time console that monitors and analyzes data from call center, voice mail, call detail and SNMP logs. It enables administrators to monitor and manage their communication infrastructure. The software can be configured to preview multiple communication facilities in real time. Various groups, graphical widgets and triggers can be defined to pinpoint and highlight specific areas of concern.

Historical Reporting Shadow RTD can be combined with Shadow Call Center Reporting to provide real time and historical reporting to fine tune network infrastructure, prevent system hacks and respond to customer needs.



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