



SHADOW^{cms}

Workgroup Reporting
for ShoreTel

Are your workgroups handling calls efficiently and providing the right customer experience?

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

SHADOW Workgroup Reporting gives you a powerful means of deciphering the valuable data produced by your ShoreTel phone system. 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
- ✓ Monitor multiple locations
- ✓ 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

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Hourly Wait Time Summary

Resource Software International Ltd
40 King Street West Oshawa ON L1H 1A4

Workgroup: 1803

Report Date: All

Print Date: 2011-07-13

Hour	Total			Serviced			Abandoned			Voice Mail			Fwd/Overflow/Non-Agent			Percent Serviced	Volume in Queue/ Serviced in Queue
	Calls	Calls	Avg Wait	Long Wait	Calls	Avg Wait	Long Wait	Calls	Avg Wait	Long Wait	Calls	Avg Wait	Long Wait				
00:00 - 00:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
01:00 - 01:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
02:00 - 02:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
03:00 - 03:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
04:00 - 04:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
05:00 - 05:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
06:00 - 06:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
07:00 - 07:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
08:00 - 08:59	1	1	00:00:02	00:00:02	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	100
09:00 - 09:59	1	1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	100
10:00 - 10:59	3	3	00:00:06	00:00:11	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	100
11:00 - 11:59	1	0	00:00:00	00:00:27	1	00:00:27	00:00:27	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
12:00 - 12:59	1	0	00:00:00	00:00:10	1	00:00:10	00:00:10	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
13:00 - 13:59	0	0	00:00:00	00:00:00	0	00:00:10	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
14:00 - 14:59	4	1	00:00:10	00:00:10	3	00:00:02	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	25
15:00 - 15:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
16:00 - 16:59	2	1	00:00:11	00:00:22	1	00:00:22	00:00:22	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	50
17:00 - 17:59	1	1	00:00:04	00:00:04	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	100
18:00 - 18:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
19:00 - 19:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
20:00 - 20:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
21:00 - 21:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
22:00 - 22:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
23:00 - 23:59	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0
Total	14	8	00:00:06	00:00:27	6	00:00:11	00:00:27	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00	00:00:00	57

SHADOW Workgroup Reporting for ShoreTel enables administrators to effectively plan and manage their internal resources, improve customer experience and maximize their bottom line.

By using SHADOW Workgroup Reporting to break down and group the agent and workgroup 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; workgroup 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 in your office today with SHADOW Workgroup Reporting for ShoreTel.



A powerful query builder and graphical reports provide easy to read at-a-glance workgroup 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.

SHADOW Workgroup Reporting for ShoreTel empowers 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.

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