Shadow
All In One Analytics
for Avaya CM

Empower your decision makers with powerful insights about your Avaya CM collaboration ecosystem

Shadow All In One Analytics is a scalable historical and real time analytics solution that offers enterprise level metrics and unparalleled granularity for Avaya CM call activity. Organizations now have complete visibility across the entire spectrum of their corporate collaboration ecosystem for any length of time. The product offers historical call accounting, cradle-to-grave call queues/agents metrics and scheduled report delivery.

BENEFITS

Adoption
Accelerate digital transformation helping to lower costs, identify fraudulent network usage and increase proper utilization of Avaya CM.

Customer Experience
Call journey reporting that improve customer interaction enabling administrators to highlight bottlenecks and overflows as well as track call abandon rate which can improve response times.

Network Traffic Analysis
Monitor traffic quality allowing for proactive network and resource adjustments that can result in more efficient communications and lower costs.

Organizational Allocation
Derive consolidated roll ups across organizational structure such as regions, divisions, departments and cost centers to manage corporate spend.

Find out more on our website
https:/www.rsicloud.com

FEATURES

Consolidated reporting of all extension, agent and queue activity.

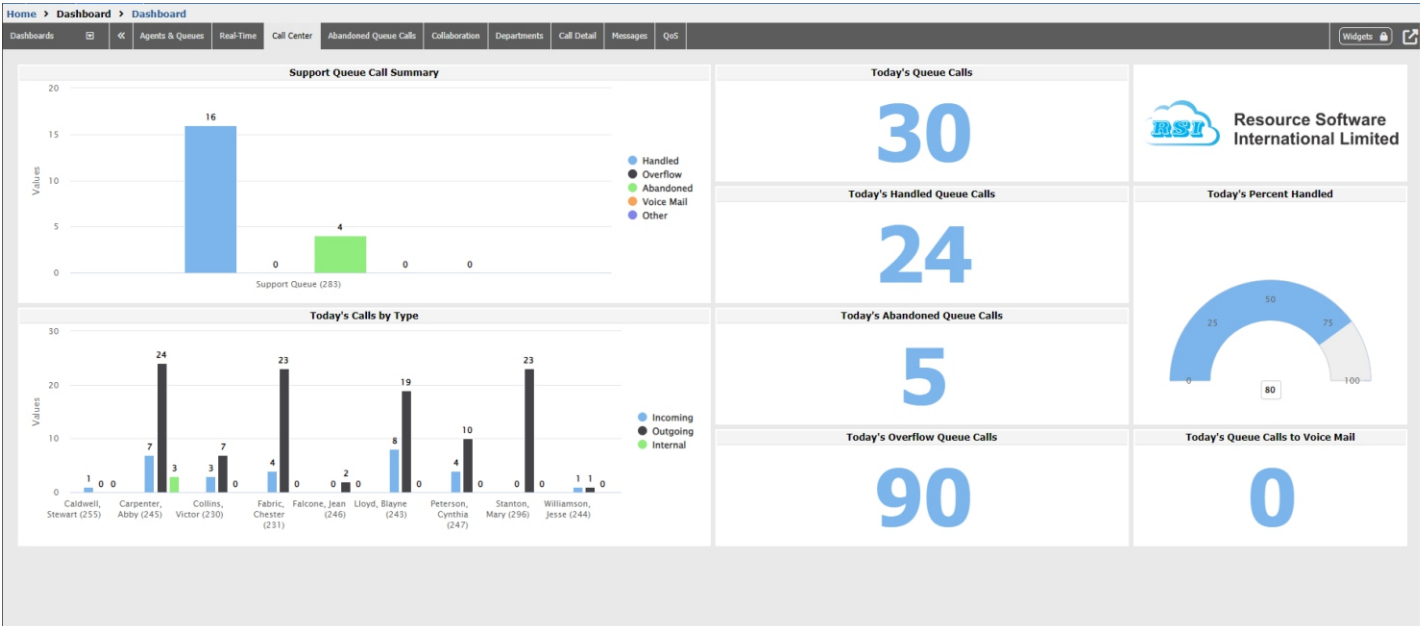Graphical historical dashboards or wallboards of daily activity of extensions, agents and queues.

Granular historical reporting that highlight usage trends, corporate cost allocation, customer experience and seasonal usage patterns.

Cradle to grave analysis of the entire call journey including stops in IVR, call queues, agents and extensions to ensure a healthy communication ecosystem.

Automated scheduling of recurring tasks, exports or report delivery.

SYSTEM REQUIREMENTS
- Avaya CM
- Administrative permissions for initial setup
- Latest version of Chrome, Firefox or Edge