# Shadow
# All In One Analytics
## for Avaya IP Office



## Empower your decision makers with powerful insights about your Avaya IP Office insights

Shadow All In One Analytics is a scalable historical and real time analytics solution that offers enterprise level metrics and unparalleled granularity for Avaya IP Office activity. Organizations now have complete visibility across the entire spectrum of their corporate telephony ecosystem for any length of time. The product offers historical call accounting, call queues/agents reporting, real-time user dashboards and wallboards, call recording playback, and emergency notification.

## BENEFITS

### Adoption
Accelerate digital transformation helping to lower costs, identify fraudulent network usage, avoid seasonal bottlenecks and enhance customer experience.

### Customer Experience
Monitor user activity in real-time and improve customer interaction enabling administrators to highlight bottlenecks and overflows as well as track call abandon rate which can improve response times.

### Quality of Service
Monitor traffic quality allowing for proactive network and resource adjustments that can result in more efficient communications and lower costs.

### Emergency Notificiation
Enhance public safety in case of emergencies by providing corporate officials and first responders with real-time call information.

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

# FEATURES

Consolidated historical reporting and real-time dashboards all Avaya IP Office activity. 1

Graphical real-time dashboards or wallboards for monitoring inbound / outbound call activity by user, group or departments.

Granular historical reporting that highlight usage trends, corporate cost allocation, customer experience and seasonal usage patterns.
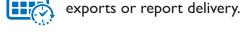
Cradle to grave analysis of the entire call journey including stops in IVR, call queues, agents and extensions to ensure a healthy communication ecosystem.

Automated scheduling of recurring tasks, exports or report delivery.

Immediate notification of emergency calls such as 911 and user-definable alarms such as long wait times or abandoned calls.

## Modules

Automatically pull call recordings from the portal and store them for future queries and playback.

## SYSTEM REQUIREMENTS

- Avaya IP Office
- Administrative permissions for initial setup
- Latest version of Chrome, Firefox or Edge