



MCP

PRODUCT OVERVIEW

What is agentic access?

And why it changes who gets answers — and how fast.



It doesn't just report. It answers.

Shadow Analytics MCP connects AI tools, workflows and business users to the intelligence inside Shadow Analytics. You ask in plain language; it does the analysis. It is:



Conversational

Ask in plain language – no filters or query syntax to learn



Agent-agnostic

Runs inside the AI assistant your team already has open



Ecosystem-wide

Voice, messaging, video, SMS and AI agents in one place



Explanatory

Returns findings and reasoning, not rows for you to decode

Four steps, every single question.

Your assistant handles the reasoning. Shadow Analytics supplies the governed data and the tools to interrogate it.

1

Ask

Put the question in plain language, from whichever assistant your team already uses.

2

Plan

The assistant works out which data and which tools the answer actually requires.

3

Query

Shadow Analytics runs it against the unified ecosystem data lake.

4

Explain

Findings come back written up as analysis, with the numbers underneath.

You already have dashboards.

How is this different?

Dashboards

Answers questions someone anticipated

You navigate the filters

One view at a time

Needs a specialist

Output is rows

Shadow Analytics MCP

Answers the question you actually have

You just ask

Follow-ups are free

Anyone on the team

Output is analysis

What you can ask it.

Any window of time, any part of the organisation, right down to a single call.



Call Journey

Cradle to grave – every hop, hold and handoff



Pattern Intelligence

Traffic trends, peak periods, forecasting



Anomaly Detection

What broke, when, and why it matters



Performance Insight

Agent · Queue · Ecosystem side by side



Customer Experience

Sentiment and CSAT on every interaction



Executive Summary

Ecosystem health at a glance

OPEN BY DESIGN

Works with the AI you already use.

Model Context Protocol is an open standard, and Shadow Analytics MCP is a compliant server. Nobody has to learn a new interface, and you are not betting on one AI vendor.



ChatGPT



Gemini



Claude



Copilot



Perplexity

— and any other MCP-compliant client, including whatever ships next.

OPEN STANDARD

NO LOCK-IN

NO NEW UI

SECURE ACCESS

LET'S TALK

Ready to ask better questions?

Shadow Analytics MCP is available now. We will point it at your data and you can bring the hardest question you have.



AI-driven Communication Intelligence

Bridging gaps. Unifying experiences. Powering innovation.

www.rsicloud.com

+1 905 576-4575

50 Richmond Street East, Suite 100, Oshawa, Ontario, L1G 7C7

Founded in 1990



SCAN TO VISIT

BETTER INSIGHTS. BETTER DECISIONS. BETTER OUTCOMES.