




OneSight Call Statistic Monitors

Manage Service Levels and Key Performance Indicators Across both Agents and Self-Service Channels

- ### FEATURES
- Integrate operational indicators into infrastructure monitoring
 - Pre-defined integration to top tier ACD, CTI and IVR platforms
 - Common data sources for IT and business operations

- ### BENEFITS
- Manage your self-service solutions the same way you manage your agent workforce
 - Protect and validate KPIs
 - Identify when technology causes customer and agent impact
 - Drastically reduce the duration and impact of technology problems, or prevent them altogether
 - Prioritize, diagnose and repair issues based on customer, business and agent impact
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Key Performance Indicators (KPIs) are used in the contact center to measure agent performance and service quality. KPIs also provide service-level targets that agents strive to meet, while providing contact center managers with business objectives they are held accountable for by executive management. However, telephony and self-service technology problems often impact callers, agents and KPI metrics. Conversely, IT and contact center operations typically use system health, performance and availability measurements to track their ACD, IVR, CTI, CRM and speech systems, with no direct relationship into KPIs, agent or customer impact. OneSight Call Statistics Monitors provides the contact center infrastructure management team with insight into the metrics the business is measured against.

Maximize Visibility into Voice Self-Service Performance
 OneSight Call Statistics Monitors from Empirix is the only solution available that correlates real-time call behavior with voice self-service performance. These new measurements provide visibility into the impact that automation technologies have on the agent KPIs and overall caller behavior, for use by both contact center operations and management.

These additional measurements are critical for contact center operations to prioritize problem troubleshooting and resolution based on caller and agent impact. Additionally, contact center managers can easily track and identify when their KPI metrics are adversely impacted by technology problems that are out of their control.

Improve and Accelerate Root Cause Diagnosis
 OneSight Call Statistics Monitors look at what the application is actually doing while providing valuable insight into problems that may not be detected by system and application management alone. For example, information on the number of calls offered to an IVR system, the number of calls handled, and the number of IVR ports actually logged in and available for calls identifies if default routing is occurring, or if the IVR application is functioning properly. Faster identification of the root cause of real or potential problems allows for preemptive repair often before your customers or agents notice anything is wrong.



Figure 1. OneSight Call Statistic Monitor

Achieve a Comprehensive View

OneSight Call Statistics Monitors measure the impact of self-service application behavior and automated agent infrastructure performance on call behavior and “live agents,” providing:

- Real-time, live call behavior data for all automated self-service calls
- Visual correlation of self-service application performance with agent and caller impact for problem response prioritization and post-mortem impact analysis
- Ability to establish thresholds for alerting business and IT users to changes in call behavior within your automated solution (i.e. increased queue times, call abandons, transfers, dropped calls, etc.)
- Robust data for service level management

OneSight Call Statistics Monitors supports two key users:

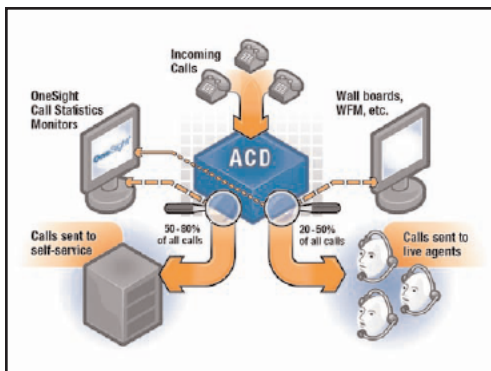
- IT managers who are having difficulty mapping self-service infrastructure and applications to the services they support, and measuring the business impacts of abnormalities in the environment. This compromises effective real-time decisions when problems arise with your self-service solution.
- Contact center managers who need proactive and real-time staff management rather than reactive post-mortem analysis. Without visibility into changes in self-service call behavior, call center managers have incomplete data. Their ability to view only those calls delivered to live agents prevents any preemptive changes in self-service call behavior that could indicate potential increases in call volume. These un-predictable shifts can negatively impact KPIs.

This integrated view will help IT understand the business impact and the business organization will gain confidence that IT has this level of visibility and is making decisions based upon what is important to them.

How it Works

Traditional wall board displays, plasma screens, workforce management systems and reporting modules tap into an ACD and measure call statistics for incoming calls. Built in filtering of the incoming call traffic separates those calls from ones contained within self-service, measuring and displaying only those calls sent to live agents.

OneSight Call Statistics Monitors leverage data available within either an ACD or CTI system to monitor real-time calls contained within an IVR self-service application and the IVR's performance when taking those calls. This enables users to track call treatment and behavior in real-time for self-service calls. KPIs are established for self-service calls and provides the ability to correlate self-service performance with agent impact.



Unmatched Visibility and Control Over Voice Self-Service

OneSight Call Statistics Monitors provide a critical data source to Empirix's OneSight for Contact Centers product suite. Leveraging Empirix patented Hammer technology; OneSight provides a powerful combination of voice/telephony application performance data and system health — in a single, Web-based interface. By combining customer Quality of Experience performance data with real-time application behavior (call statistics) and infrastructure-level performance data (e.g., T1 spans, IVR ports and servers, CTI servers, databases), OneSight for Contact Centers gives you a single perspective of your voice infrastructure. The addition of OneSight Call Statistics Monitors bridges the gap between IT/Telecom operations and contact center management, providing critical visibility and added control over voice self-service applications.