

# Sytel solutions

## reporting & data feeds



### Features

- Seamless mix of real-time and historical data
- Built for hosting in the cloud
- Data delivery options to suit you
- Tight integration with 3rd party products
- Reports anytime, anywhere, securely in a web browser
- Inbound, outbound and blended reports
- Extensive filtering and drill-down
- Flexible, customisable views
- Print and download to HTML, PDF or Excel format
- Support for custom agent outcomes
- Full localisation support
- Summary and detail views for agent, queue and campaign

**Softdial Contact Center™ (SCC)** provides communication infrastructure for a wide range of hosted and other large-scale operations.

The diversity of the SCC user base means that reporting needs can differ significantly between call center providers, and even between one tenant and another.

Sytel therefore provides a reporting framework rich and flexible enough to be used in any contact center environment.

Fig 1. below shows the range of reporting options from SCC. These can broadly be categorised as **non-web-based**, and **web-based**.

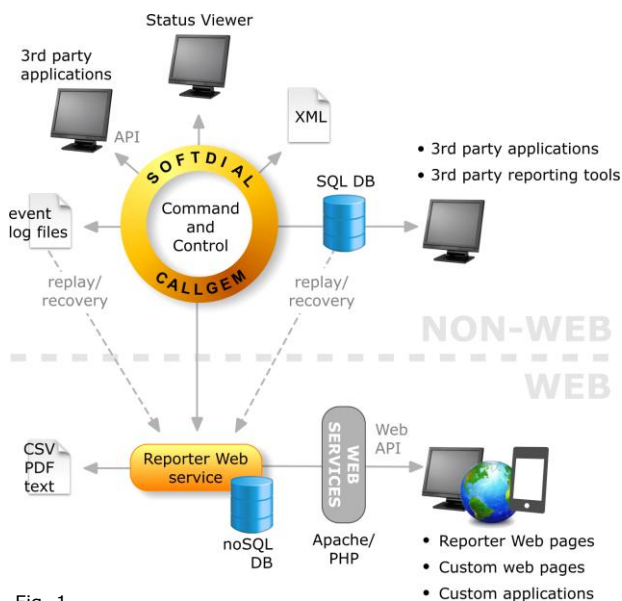


Fig. 1

### Non-Web-Based Reporting

#### Status Viewer

Status Viewer is a Sytel client application presenting clear and concise real-time statistics. It has been used by Sytel customers for many years for real-time decision support and is well proven and trusted in the field.

### Data feed for 3rd party applications

SCC provides rich APIs for delivery of both event and session data within the contact center. These APIs have been used by Sytel partners for many years to create custom dashboards.

### Data feed for 3rd party SQL-based tools

Event data can also be written to the SQL database of your choice (e.g. MySQL, Postgres, MS SQL Server). It is then available to 3rd party SQL consumers, e.g. Crystal Reports, 3rd party applications or MIS reports.

The SQL database can also be used to repopulate data lost from other parts of the system.



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## Event Log Files

Event data for every call attempt is written in raw form to log files, in order to

- assist Sytel Support in identifying the causes of any issues
- recover a full data inventory in the event of a failure in another part of the reporting structure resulting in a loss of data.

These log files are available to SCC users, and scripts can be written to interrogate them.

## XML

SCC can format event data and output as XML documents, for any 3rd party applications that read XML.

## Web-Based Reporting

All reporting content for web delivery is processed by a service called Reporter Web.

Web-based reports can be displayed securely on any device with an Internet connection - at work, at home or anywhere in between - enabling supervisors, managers and tenant clients to stay informed.

In order to provide high-speed access, including real-time filtering, Reporter Web utilises a noSQL database.

The noSQL model excels in the high-volume, high-speed environment of a distributed/ cloud call center operation, and provides many built-in tools to aid the fast delivery of accurate real-time data.

Reporter Web also puts historical data at your fingertips;. Reporter Web aggregates KPIs (e.g. average talk time) into 1 hour chunks, enabling highly agile data retrieval.

## High scalability

Capacity can be increased easily by adding separate machines running Reporter Web services. Load is automatically balanced across all available services providing for both trouble-free scaling, and high resilience, with no single point of potential failure.

## Recovery and failover

Reporter Web safeguards performance data against loss, caused for example by hardware or network failure.

- For historical data, Reporter Web facilitates database repair by on-demand recovery/ replay of data from log files or SQL database, even months later, and even while agents are still working.
- For real-time data, Reporter Web provides for automatic back-up in replica sets, so that in the event of failure, service can be redirected to the back-up (replica) without interruption.

## Reporter Web pages

Reporter Web provides a fast, intuitive, web-based reporting front end, offering a wide range of standard reports. In a single tool, Reporter Web delivers data on current activity, past activity, or a seamless mix of both, updating in real-time. A single browser window contains separate views, or 'panes', for campaigns, queues and agents, plus an hourly breakdown. These reports are easy to customise and filter to display exactly the data you need. Each user's favourite report layout, colours and configuration are preserved.

## Custom web pages/ applications

Sytel's session data views are standalone web reports that have the same UI presentation as Reporter Web, but can be invoked from any authenticated application. Historical session reporting is therefore available in the supervisor interface, and can also be presented within an agent script to show reports of agent stats and team comparison.

## CSV, PDF, text

CallGem can also use scripts to output data to CSV, PDF or text files.

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Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

For more information please contact Sytel at:-

1 Cromwell Court,  
New Street,  
Aylesbury,  
Bucks. HP20 2PB UK

T: +44 1296 381200  
E: sales@sytelco.com  
W: www.sytelco.com

