

Comstice Quartz Avaya ACCS Reporting

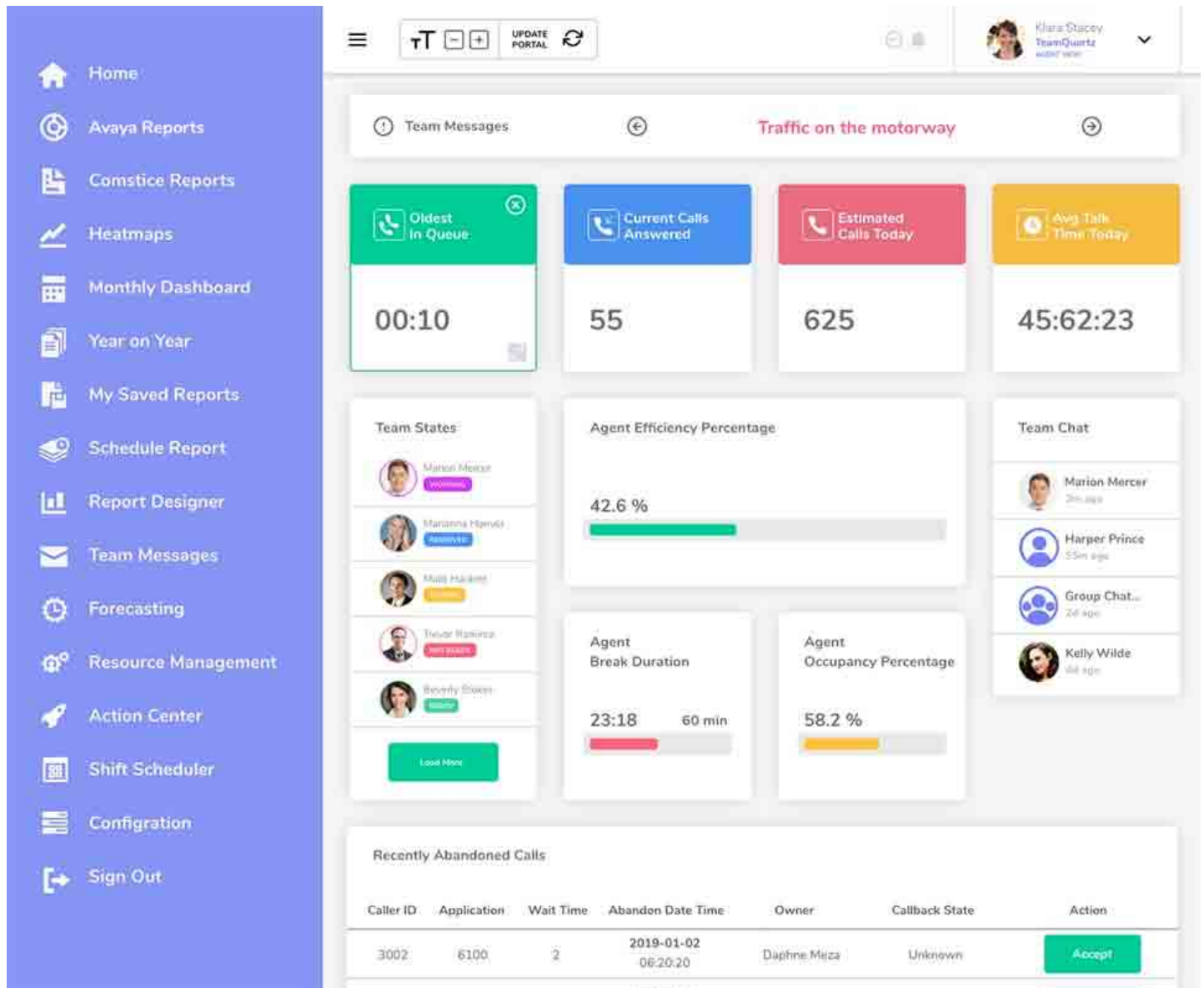
Data Sheet



V1-1905/60045

Comstice Quartz Reporting and Analytics

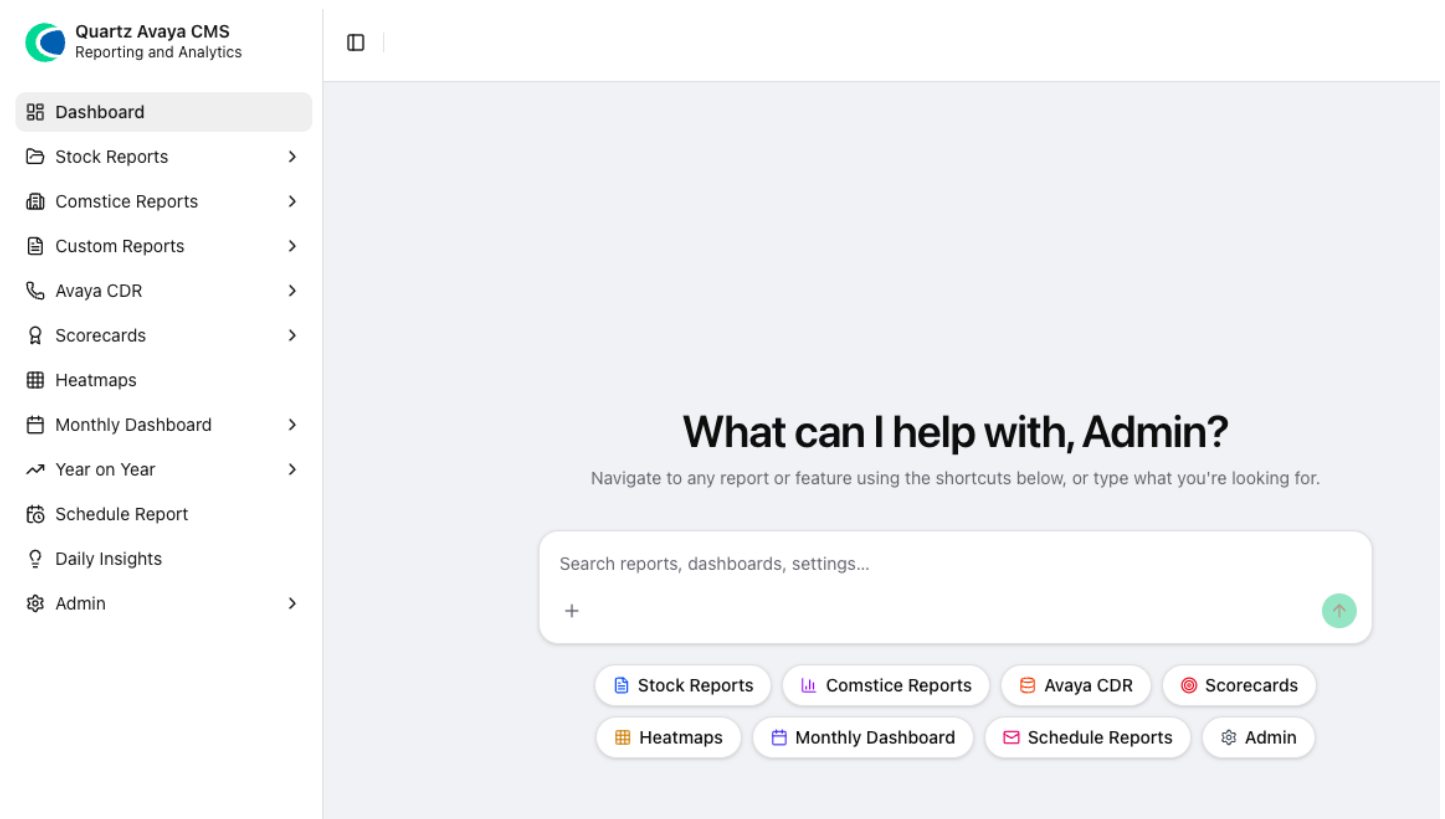
Comstice Quartz Reporting and Analytics helps to access Avaya **ACCS** reports, Comstice stock reports, report designer, scorecards, report scheduling and historical dashboards, daily actionable insights and six different analytics packages



Chat with Your Data

Comstice Quartz helps to have a chat session with your data, ask questions and generate custom reports on the fly. You can create table-based and chart-based reports and download them in CSV, PNG or PDF format.

This will help to eliminate the need for any custom report.

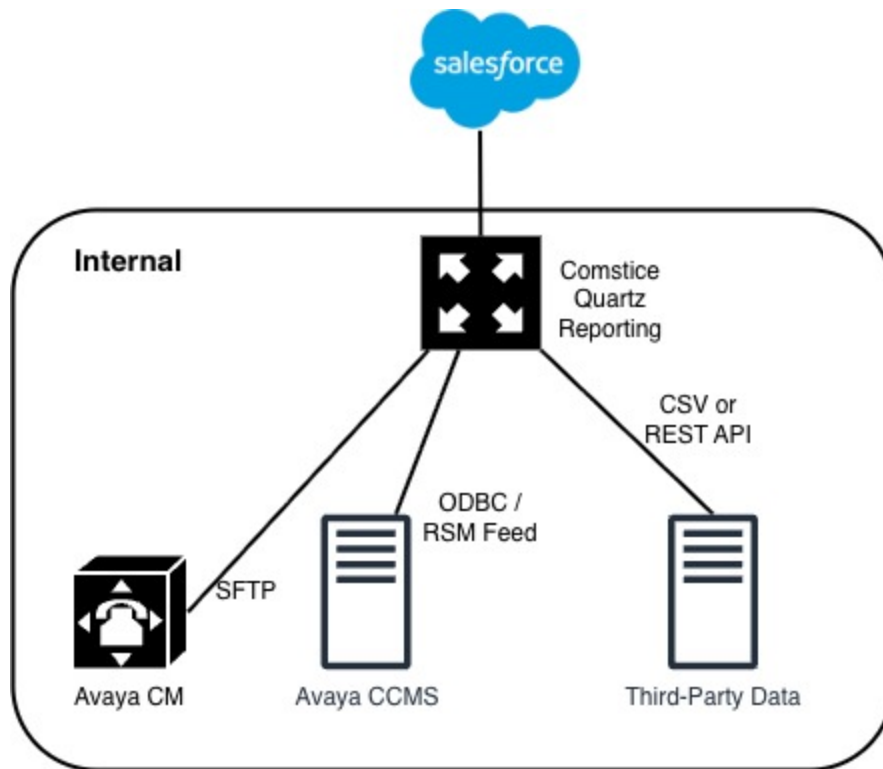


Chat feature can also be integrated into your Microsoft Teams and Slack so that you can generate reports and ask questions using your company chat service.

Topology for Avaya ACCS

Comstice integrates with Avaya Select ACCS Intersystems CacheDB database for the the historical data. It communicates with Avaya CCMS for RSM real-time feed.

Comstice Quartz Reporting also integrates with Avaya CM and retrieves the CDR files via SFTP. Those CDR files are processed and saved into Comstice Quartz database for running the reports.



Third-party data such as shift schedule, omnichannel data can be uploaded and unified reports can be created by blending Avaya and third-party data.

Comstice Quartz can also query the calling numbers in the CRM contacts and update CRM by creating phone activity for the known contacts.

Comstice Quartz Reporting Benefits

Benefits of having Comstice Quartz Reporting include

- eliminating extra time spent on creating meaningful reports
- avoiding human error on creating customer service reports
- sending the reports to various stakeholder by email including contact center agents
- visualising data to see the bottlenecks and common performance issues
- retaining reportind data longer than your contact center can store. You can adjust the retention period for different departments
- being able to analyze the data and drill down from a summary report to a detailed report, all the way down to the cradle to grave reports
- blending third-party data and creating unified reports for the entire customer service operations
- accessing the customer service reporting best practices such as repetitive calls analysis, customer patience analysis for different queues and time periods
- blending call detail records with the customer service reports to cover the missing features such as calls hung up by the agents first
- integrating with call recording to be able to listen to the recording of a particular call and accessing call transcripts
- integrating with call recording and accessing the tags of each call created by Comstice Call Recording for reporting purposes.
- integrating with Comstice WFM for creating a single interface for shift management attendance and performance reports.

Avaya CDR Reporting

You can run reports for Avaya CDR from Comstice Quartz Reporting. Avaya Call Details Reporting helps to run reports about the calls received and generated from each Avaya Communication Manager directory number. CDR Reporting solution helps to do the following tasks;

- Create departments or cost centers
- Assign extensions to each department
- Add new reports and dashboards about the calls received, answered, missed calls and short calls i.e. the calls with less than 10 seconds talk time. Duration is configurable.
- Schedule daily, weekly and monthly reports to be sent via email

Sample reports are given below. More reports are available for each department.

Available Reports (4)
Click on a report name to run it, or view report details

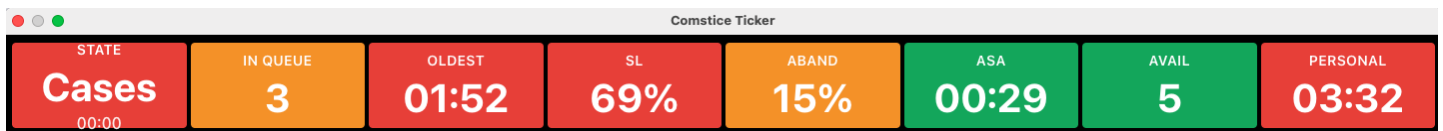
 Cost Centers Call Detail Records organized by cost center and department	Report Details
 Call Tracker Track and analyze individual calls with detailed CDR information	Report Details
 Tariffs Call tariff rates and pricing information from CDR data	Report Details
 Billing Billing reports with cost calculations and charge summaries	Report Details

Agent Ticker

Comstice Ticker is a click and run application that each agent can launch and monitor their real-time and daily activity.

Once launched, ticker always stays on the screen and can not be blocked.

Agents can also get audio alerts for certain indicators which particularly helpful when working remotely.



Year on Year Charts and Weekly Heatmaps: Comstice Quartz offers historical charts and heatmaps. User can drill down from monthly charts to weekly, daily and hourly. Quartz also shows the YoY data.

Comstice Quartz vs Generic Reporting Tools

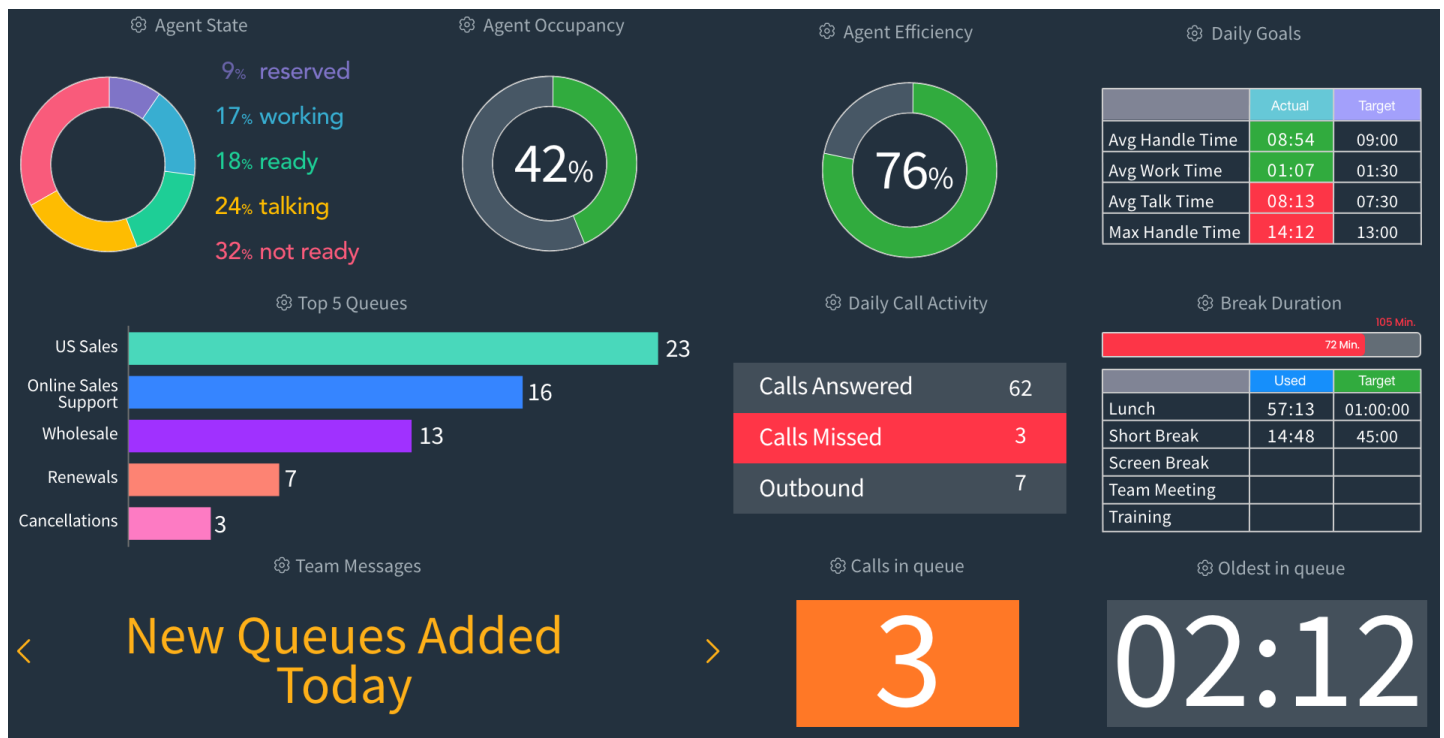
Comparison of Comstice Quartz with Generic reporting tools;

	Generic Tools	Comstice Quartz
Out of the Box 30+ Stock Reports	No	Yes
Limitless Data Repository for Historical Data	No	Yes
Daily Actionable Insights By Email	No	Yes
Drilldowns from summary reports to detailed reports	No	Yes
Unlimited Concurrent Sessions	No	Yes
Repetitive Call Analysis	No	Yes
Visual Cradle to Grave Report per Call	No	Yes
Customer Patience Analysis	No	Yes
Omnichannel Customer Journey Maps	No	Yes
Agent Efficiency and Occupancy Analysis	No	Yes
Call Result Wrap Up Analysis	No	Yes

Avaya Workspaces Agent Real-Time Gadget

Agent Real-Time Gadget can be added to Avaya Workspaces interface and offers a web-based real-time view to each agent. Agents can launch their own dashboard, personalised by their team leaders. They can see the real-time and daily activity of their performance as well as their targets and their current state.

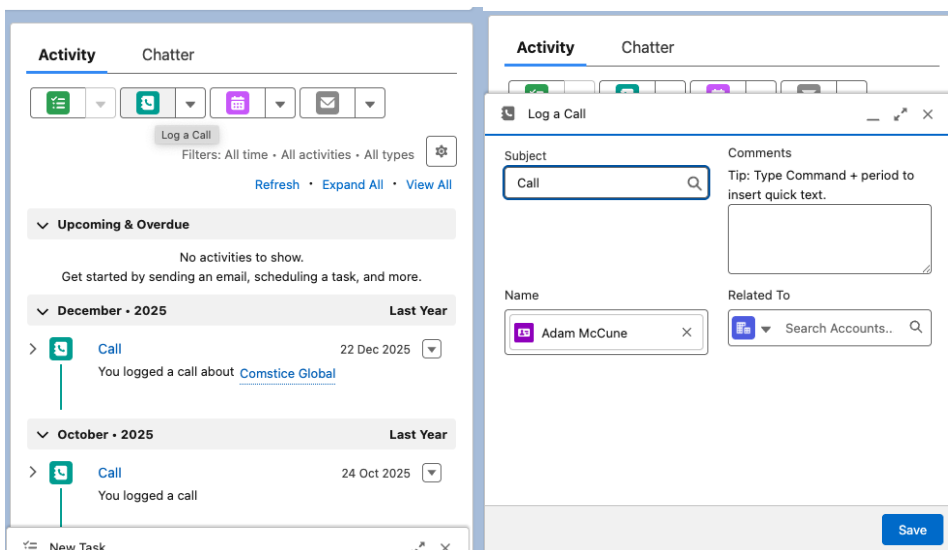
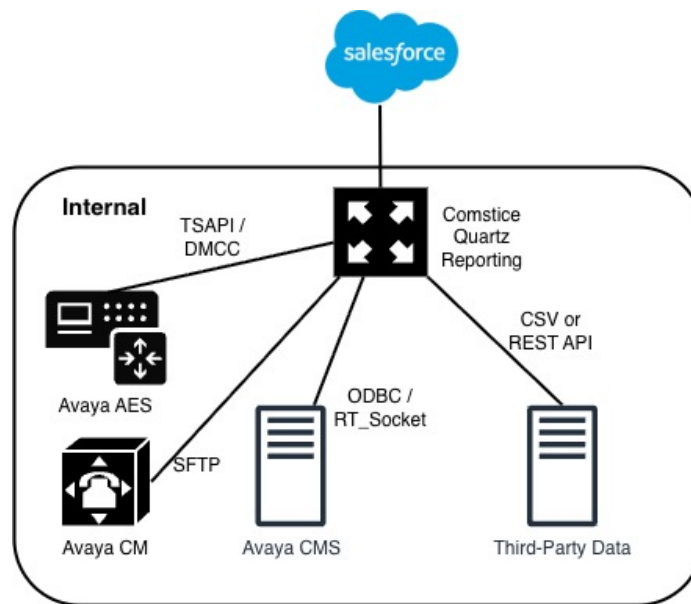
Team leaders can also set the targets and limits for the performance data which will be color-coded if exceeded.



Log Calls into CRM (Salesforce, MS Dynamics, ServiceNow, Zendesk)

Comstice Quartz can also query the calling numbers in the CRM contacts and update CRM by creating phone activity for the known contacts.

Quartz supports the integration with the leading CRM services. We can also integrate with your custom or lesser known CRM service via REST APIs.



Agent Reskilling

Agent Reskilling is available through Comstice Quartz. You can reskill the agents and add or remove agents to skills.

Manage Skills: Aamna

Login ID: Aamna | Team: AWC | 7 skill(s) assigned

← Back to Agents

3 to add0 to remove

Save Changes

Currently Assigned Skills

4 skill(s) currently assigned to this agent. Uncheck to mark for removal.

	Skill Name	Skill ID
☒	_Lang_English_Skill	7
☒	AWC_Members_Skill	179
☒	AWC_OtherApprovals_Skill	180
☒	AWC_Pharmacy_Skill	181

Add Skills to Agent

Search and check skills to assign. Set a competence level (1–10) for each skill being added.

Search skills...

	Skill Name	Skill ID	Competence
☒	01_ComplaintMgmt_Skill Will Add	88	
☒	_01_DOF_Skill Will Add	68	5
☒	_01_DP_World_Skill Will Add	73	5

Dashboard / Update Skills / AWC_Claims_skill

Manage Skill: AWC_Claims_skill

Skill ID: 125 | 3 agent(s) assigned

← Back to Skills

1 to add0 to remove

Save Changes

Currently Assigned Agents

2 agent(s) currently assigned to this skill. Uncheck to mark for removal.

	Agent Name	Login ID
☒	Alaa	Alaa
☒	Omer	Omer

Add Agents to Skill

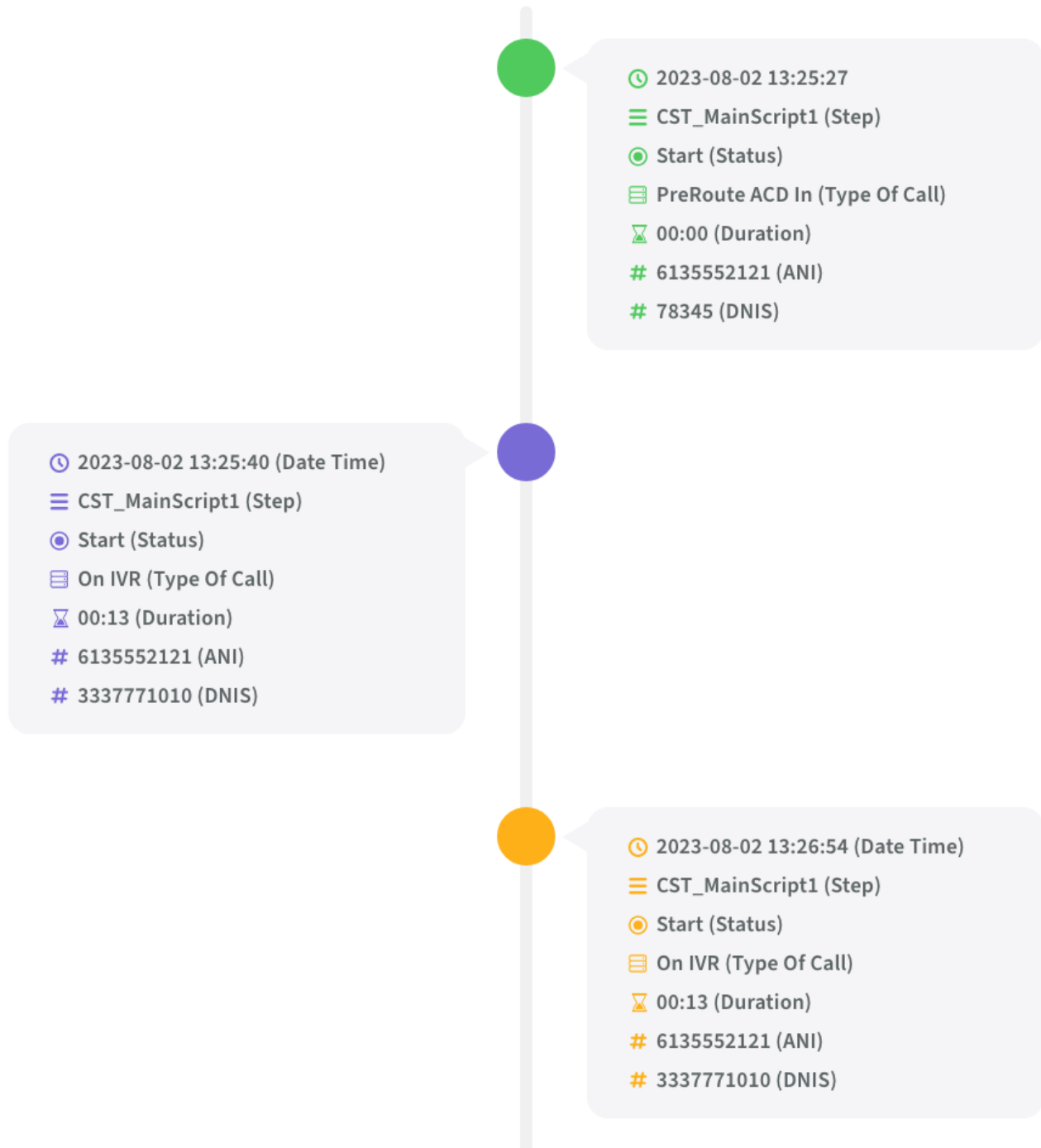
Search and select agents to assign. Set a competence level (1–10) for each agent being added.

Search agents...

	Agent Name	Login ID	Compet
☒	Aamna Will Add	Aamna	5
☐	Aaron	Aaron	—

Cradle to Grave Reports

Comstice also provides cradle to grave reports which has detailed information of each call. You can either visualise the customer journey of an individual call or create policies to filter a group of calls for further analysis.



Avaya Workspaces Agent Scorecard Gadget

Agent scorecard gadget shows the historical performance of each agent. It can be added to Avaya Workspaces interface and agents can run their daily, weekly monthly reports using this gadget.



Jessica Morten

Total Login Duration

42:06:43

Received

165

Handled

137

Handle Rate

82.50%

Avg. Handle Time

06:27

Missed

28

Start Date

2024-04-12 00:00:00

End Date

2024-04-18 23:59:00

9.8%

23.6%

47.4%

19.2%

3.2%

AVAIL

ACD

AUX

ACW

RNG

First Available of the Day

Monday

04/09/2024

08:02:51

Tuesday

04/10/2024

08:03:27

Wednesday

04/11/2024

08:04:13

Thursday

04/12/2024

08:06:41

Friday

04/13/2024

08:13:48

Saturday

04/14/2024

08:07:03

Performance

KPI

CSAT

Avg Talk Time

Avg Work Time

Avg Handle Time

Target

4.5

09:00

05:00

11:00

Actual

4.6

07:23

06:47

10:38

Not Ready Activity Code

_Team Meeting

Admin Duties

Break Formal

Extended Wrap

Lunch

Paperwork

CRM Updates

Sending Fax

Total Duration

00:55:21

00:50:43

01:06:01

04:30:43

04:08:14

00:48:25

01:08:28

00:38:42

Occurrences

4

9

5

98

6

8

23

11

QA Evaluations

Q1

94%

Q2

92%

Q3

81%

Q4

74%

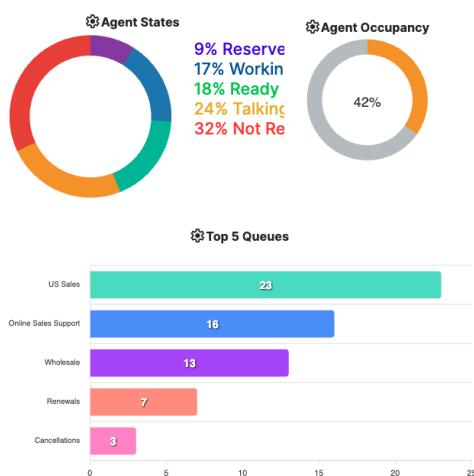
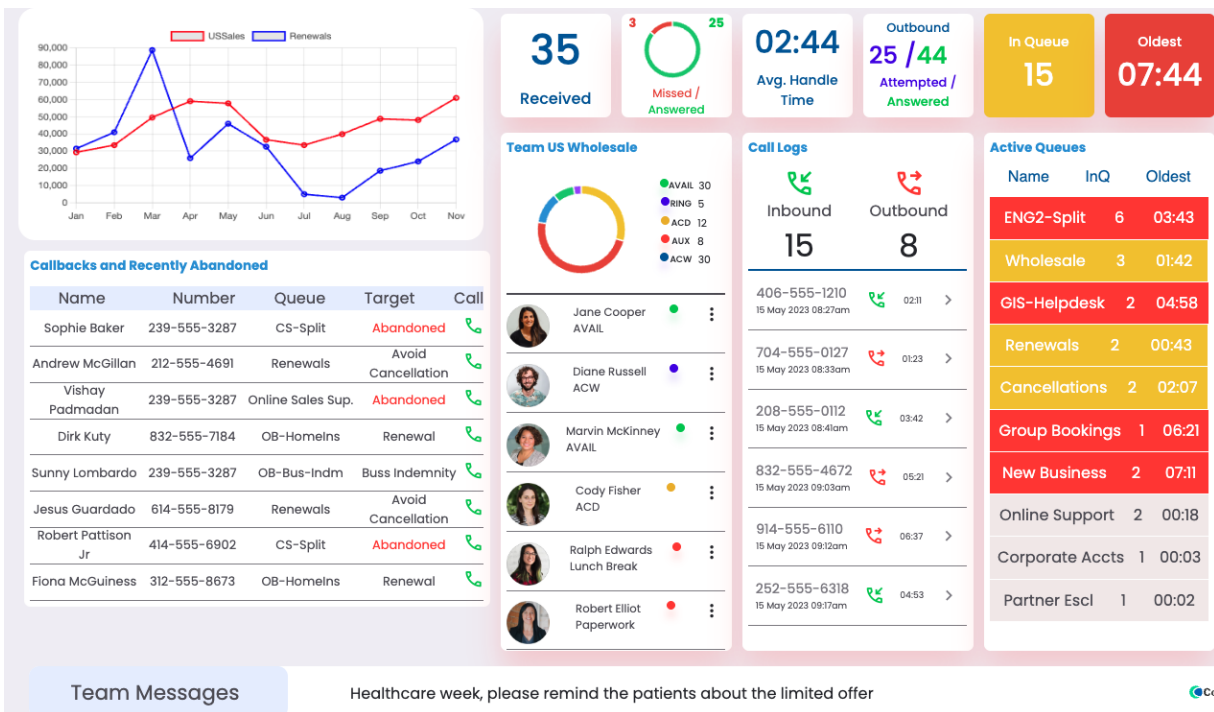
Q5

78%

Comstice

Avaya Workspaces Gadget for Agent Real-Time Dashboard

Comstice Real-Time Agent dashboard provides real-time and daily historical statistics for the agents as a Workspaces Gadget inside Avaya Workspaces. Agents can monitor their daily activity, daily targets, break durations so far etc.



Daily Goals		
	Actual	Target
Avg Handle Time	08:54	09:00
Avg Work Time	01:07	01:30
Avg Talk Time	08:13	07:30
Max Handle Time	18:32	15:00

Daily Call Activity	
Calls Answered	62
Calls Missed	3
Outbound	7

Break Duration		
	Used	Limit
Lunch	57:13	01:00:00
Short Break	14:48	45:00
Screen Break		
Team Meeting		
Training		

Team Messages

New Queues Added Today

Calls in Queue

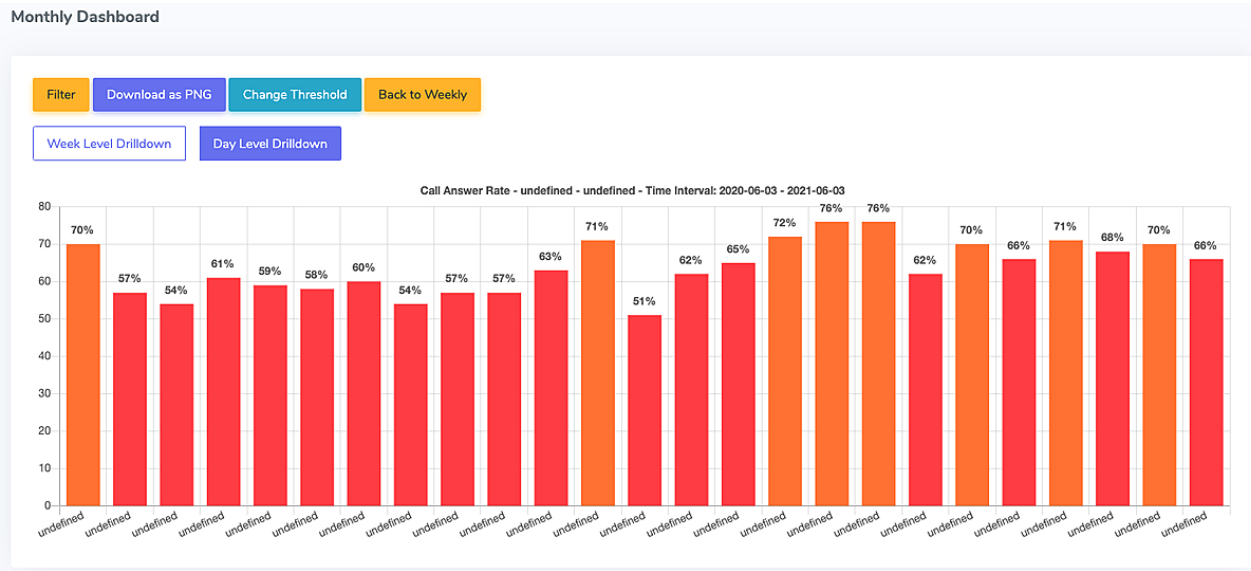
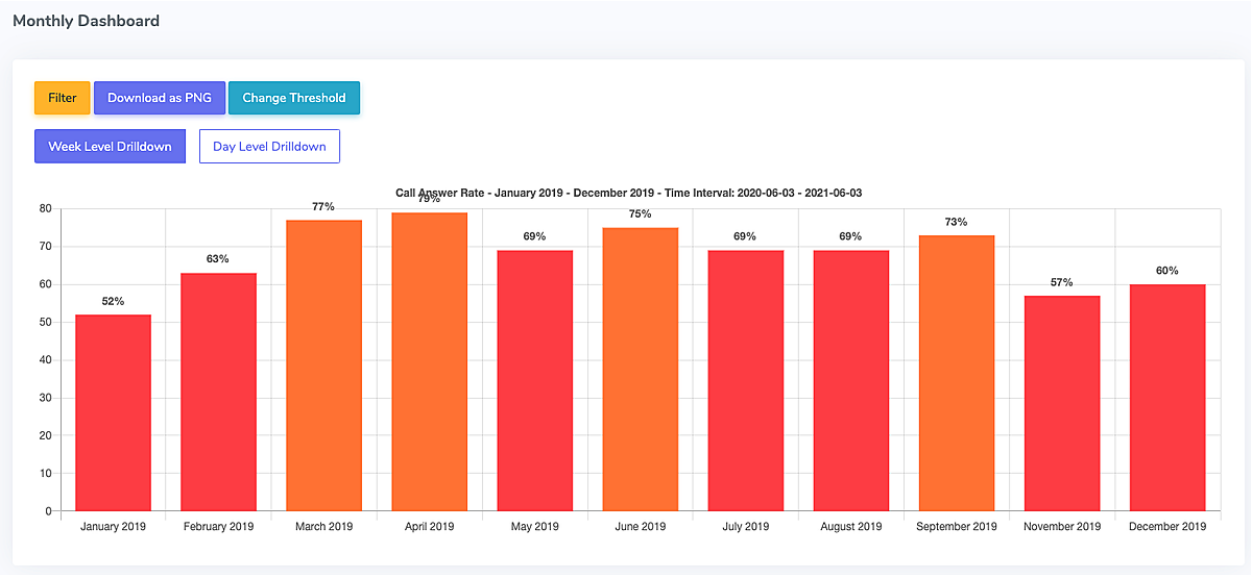
3

Oldest in Queue

02:12

Comstice Quartz Reporting Benefits

Drilldowns from Year on Year to Monthly, Weekly, Daily, Hourly and individual call and state activity: Quartz reporting offers multi-tenancy and full isolation of data among different teams and departments. Using drilldown feature, users can go from a summary report to a detailed report. Quartz replicates the call center database into its local database and runs the reports locally for a better performance.



Comstice Quartz Security Best Practices

Authentication and User Permissions

Comstice Quartz can have local users created. It also supports Single Sign-On using SAML 2.0 and similar protocols.

Administrators can also create a permission for users as "profiles". Each profile has a list of queues and agents that users are permitted to access the data. You can assign these profiles to a group of users so that they can only see the data from the permitted agents and the queues.

Data Privacy

Avaya CMS call center data does not include any personal information, health records or similar confidential data. Unless there is confidential data collected from the customers in the IVR, Avaya CMS data will not be encrypted.

Data transfer is however encrypted. Your organization can provide SSL certificates and HTTPS will be enabled to encrypt data transfers.

Data Retention

Comstice Quartz can retain data longer than Avaya CMS which overwrites the call center data within days. Data will be retained in the prosed limits then old data will be archived.

In case of any need, archived data can be restored for further reporting.

Comstice Quartz Features

Multi-Tenancy

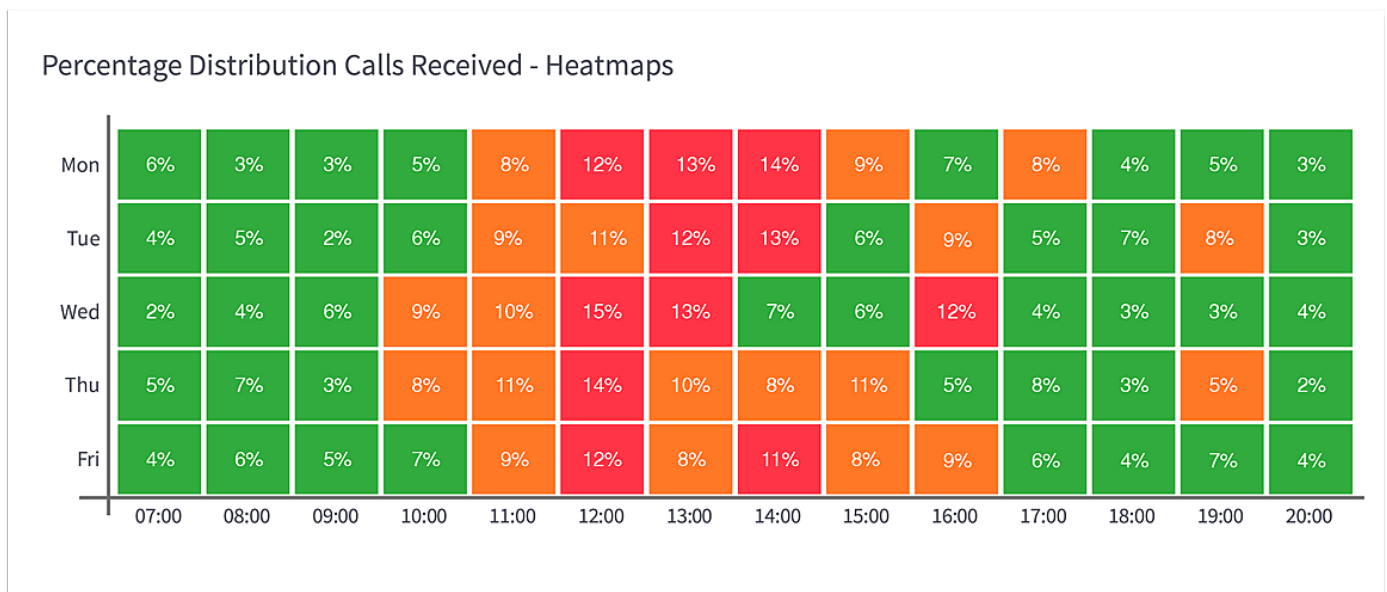
Comstice Quartz helps to restrict access to the call center historical data. This helps to isolate the data from other teams, businesses, even team members. Agents can access to their own data and check their performance as well.

Report Designer

Comstice Quartz helps to create visual score cards by using Report Designer feature. These scorecards can be scheduled to run daily, weekly and monthly. You can find sample scorecards at the end of this document.

Heatmaps

Comstice Quartz can report popular indicators as weekly heatmaps for the last few weeks so you can monitor the performance of each hour of each day in the week.

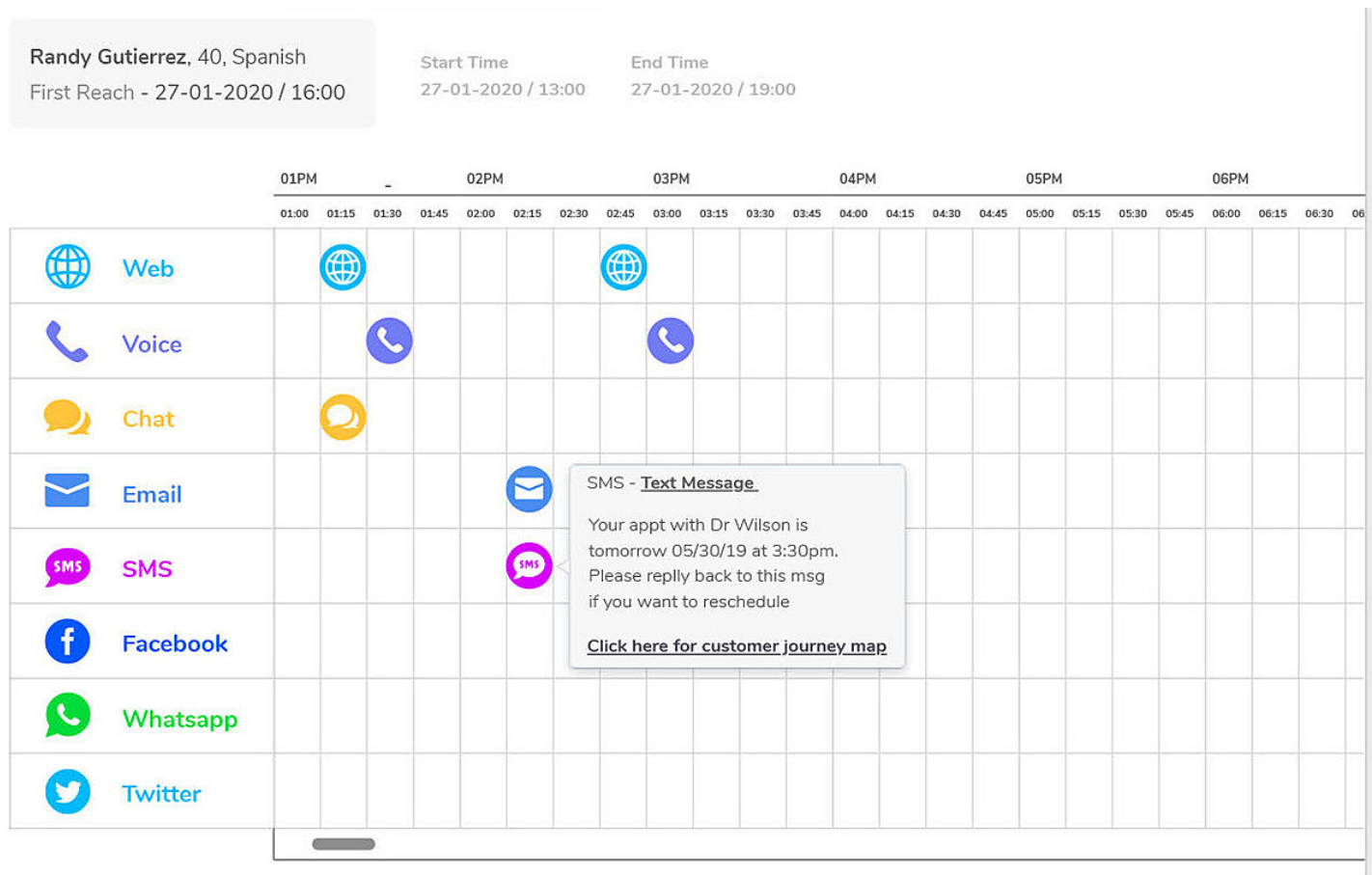


Year on Year Charts

Historical data can be presented in YoY charts for forecasting and the trend in certain indicators.

Omnichannel Customer Journey Maps

Comstice Quartz can store data from multiple platforms for different channels. You can visualize the customer's historical contact points for your customer service starting from monthly and drill down to each contact instance in a particular day.



Why Comstice Quartz Reporting for Avaya AACC

Call Center Reporting is quite key for the efficient use of limited resources and more accurate estimate for the resource needs. There are a few generic reporting solutions out there however Comstice Quartz Reporting is a specialist solution to focus on Avaya AACC and customer service in general.

Missing Reports in Avaya AACC: There are quite a few reports not available out of the box in Avaya AACC. Comstice covers these reports within Quartz.

Visual, Automated Scorecards: Companies can create [visual scorecards](#) for the team and individual agent performance and schedule them to be delivered daily, weekly and monthly.

Repetitive Call Analysis: This feature helps to identify the calling numbers making multiple calls in a short period of time. You can identify the callerID, list each call they made and drill down to individual call to see the customer journey map. This will help to identify the items customers are calling multiple times, minimise repetitive calls and maximise First Contact Resolution.

Customer Patience Index: This feature shows how long callers wait before abandoning the call for each queue. You can check this value for the time of the day and day of the week as well and allocate resources accordingly.

Call Result and Call Variable Analysis: Companies can create visual reports for the call result breakdowns per skill or agent as well as based on the timeframe; hourly or daily.

Abandon Callback Engine: This is not a report but a utility for the agents to take ownership of the recently abandoned calls and call them back. They can then select one of the available result codes and try again if needed. When the shift ends, they can release these calls for another agent to pick up and call back again.

Customer Journey Maps: Quartz reports each call and call legs of a particular call. It also creates a visual timeline of the call called Customer Journey Map so you can see the experiences caller has gone through.

Daily Actionable Insights by Email

You can set agent and queue-level daily thresholds for your teams and receive an end-of-day email to see which agents and queues exceeded these thresholds.

Agent Insights:

- 4 agents have missed more calls than the threshold (2 calls): [List agents](#)
- 3 agents exceeded lunch break threshold (30 minutes): [List agents](#)
- 1 agent exceeded the total short break threshold (30 minutes): [List agents](#)
- 2 agents exceeded maximum handle time per call threshold (10 minutes): [List agents](#)
- 1 agent was below minimum agent efficiency % (30%): [List agents](#)
- 2 agents were below minimum agent occupancy % (40%): [List agents](#)
- 5 agents exceeded Maximum after call work (ACW) time (5 minutes): [List agents](#)

Queue Insights:

- 3 queues exceeded maximum abandon rate (20%): [List queues](#)
- 2 queues exceeded maximum ASA (120 seconds): [List queues](#)
- 4 queues exceeded maximum handle time per call: (10 minutes): [List queues](#)
- 1 queue was below the minimum answer rate per queue (70%): [List queues](#)
- 15 Repeat Callers calling more than threshold (3 calls): [List callers](#)
- 8 calls exceeded maximum wait time before answer (300 seconds): [List calls](#)
- 4 queues were below minimum daily service level (60%) : [List queues](#)
- 3 queues exceeded the maximum number of not ready agents (11 agents): [List queues](#)

Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Quartz software. It is a break-fix support.

Standard Support is provided on a 24-hr email response and up to 5 business days fix basis due to all the dependencies around the solution. It is available in weekdays, between 4AM-11PM US Eastern.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 and requires High Availability server.

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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