

Avaya BCMS Wallboard and Reporting

Data Sheet



Comstice BCMS Wallboard and Reporting

Avaya BCMS is a simple hunt grouping feature for call distribution without a comprehensive call center platform. Comstice integrates with Avaya CM and retrieves the real-time and historical data.

Benefits

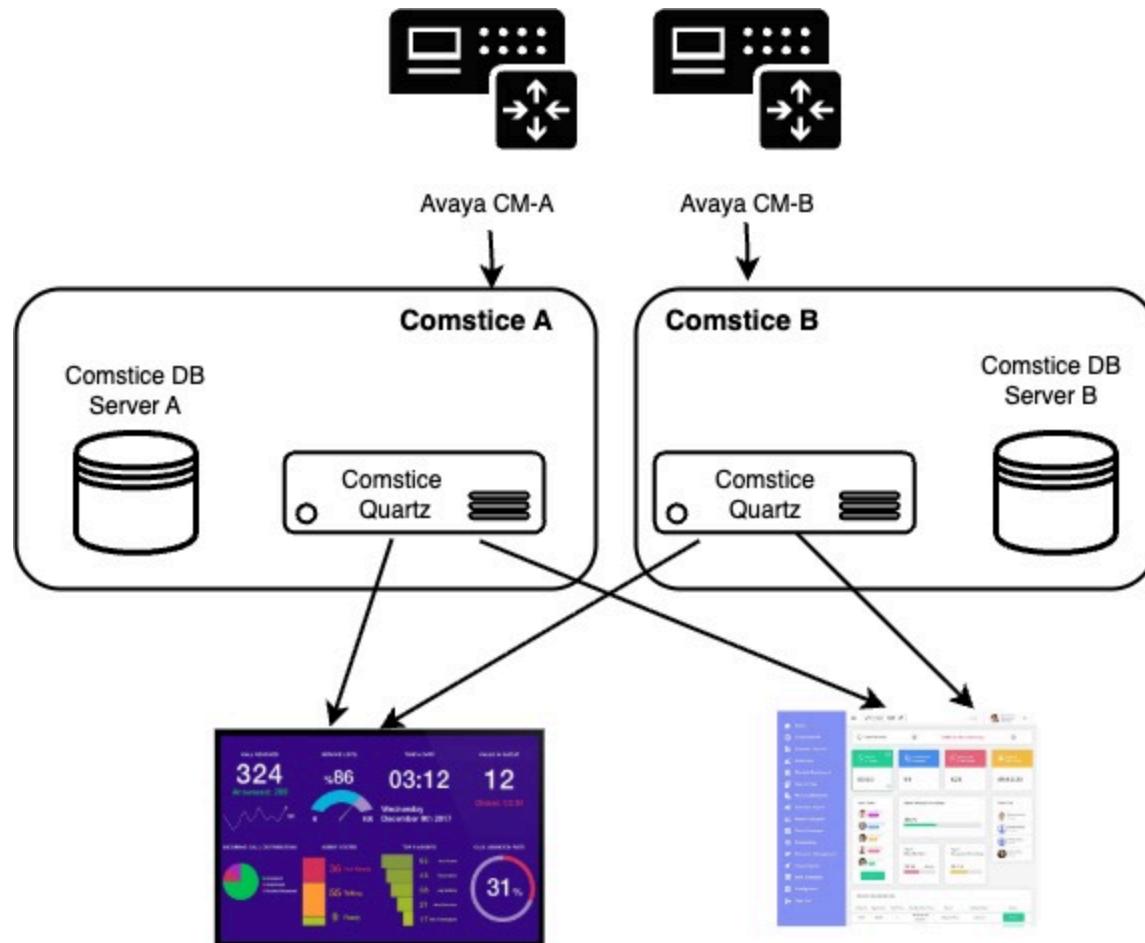
- Users can create own dashboards using the existing widgets
- Login is done through single sign-on or local user accounts
- CRM data and other third-party data can be integrated into Comstice Wallboard
- Service SLAs are increased, agent availability and occupancy improved.
- Real-time and daily data is accessible from Comstice Wallboard Mobile app and Agent Ticker app.

Project Plan

Provide pre-installed VM or install the solution to customer-provided Redhat	Comstice
Provide virtual hosting environment such as VMWare or OpenShift	Client
Create an Avaya CM user account to access Communication Manager via SSH	Client
Comfigure the VMs with the local IP addresses and user accounts	Comstice
Integrate with SSH Service	Client and Comstice
UAT	Client and Comstice
Admin Training	Client and Comstice
Power-User Training	Client and Comstice

Solution Topology

Comstice Wallboard retrieves the data from Avaya CM by connecting to the real-time feed through SSH. Real-time updates every thirty seconds on Avaya BCMS. Comstice Quartz also integrates with Avaya Call Detail Records and saves the data into its local database. This data set is used for the wallboard and reporting.



Comstice Board Features

Comstice Board is specifically designed for contact center data visualisation, therefore it has many useful features out of the box;

Easy to build and share dashboards

Comstice Board offers out of the box performance indicators and layouts. Users can create and share multiple dashboards, run them as a slideshow on a large screen and send them to team members.

Access through web, mobile app and desktop ticker

Comstice Board is browser-based, so no installation required. It also offers access to data through mobile app for IOS and Android as well as desktop ticker app which is a click and run app and sits on top of any active window and helps agents to monitor the queue easily.

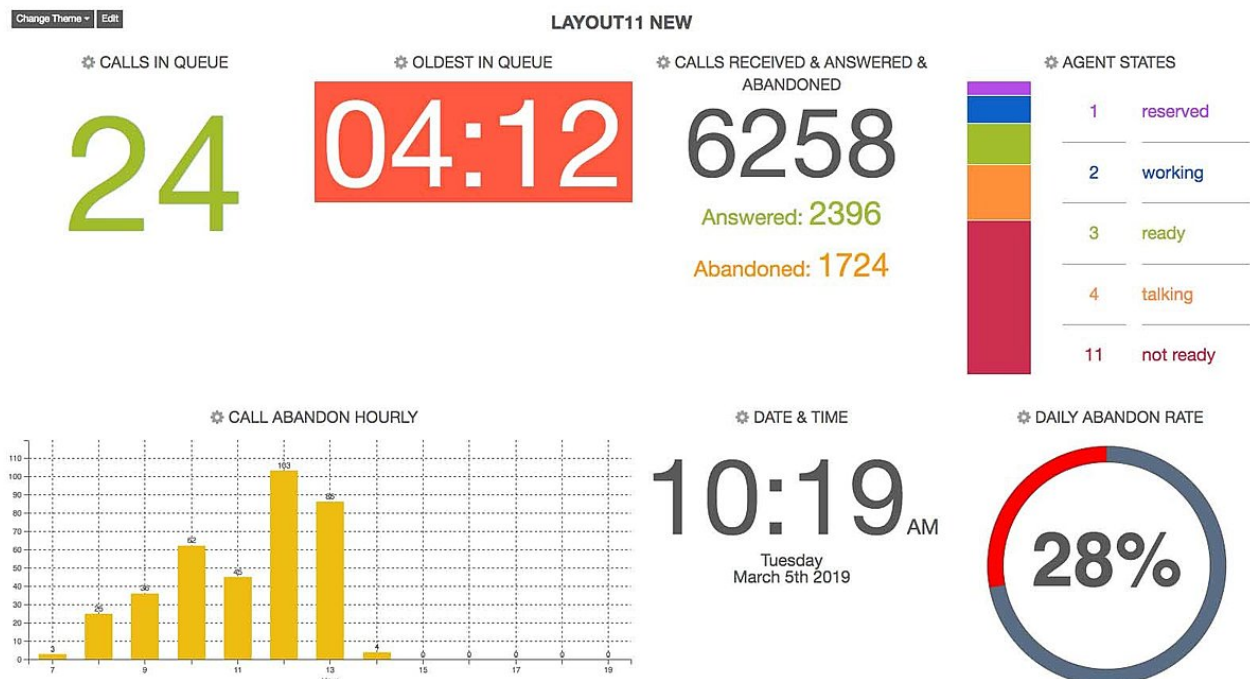
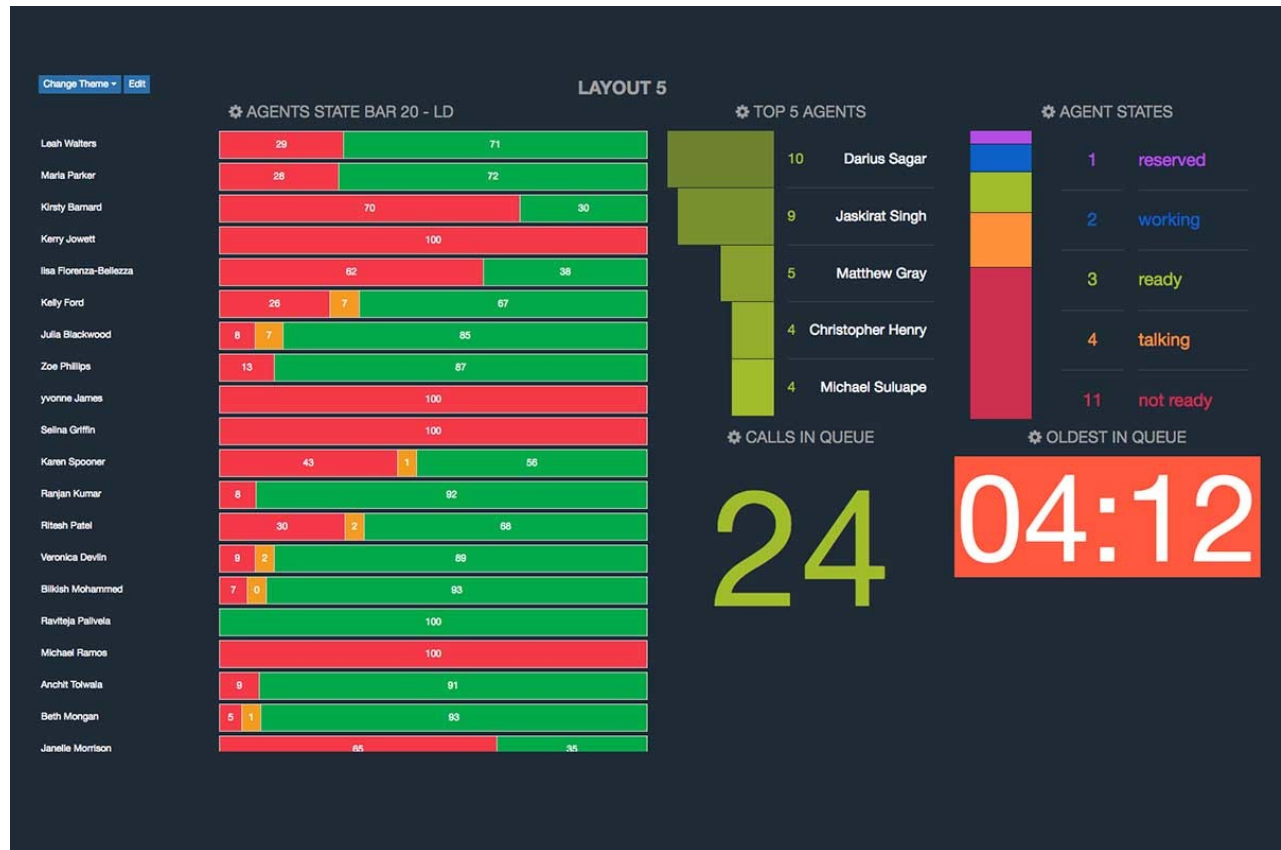
Dynamic Alerts and Notifications

Comstice Board offers visual and audio alerts, SMS and email notifications with dynamic content. Alerts can trigger when the thresholds are reached or predefined conditions occur. This helps to notify the business stakeholders when there is unexpected activity in contact centers. It also offers scrolling team messages to broadcast information to team members through web and mobile.

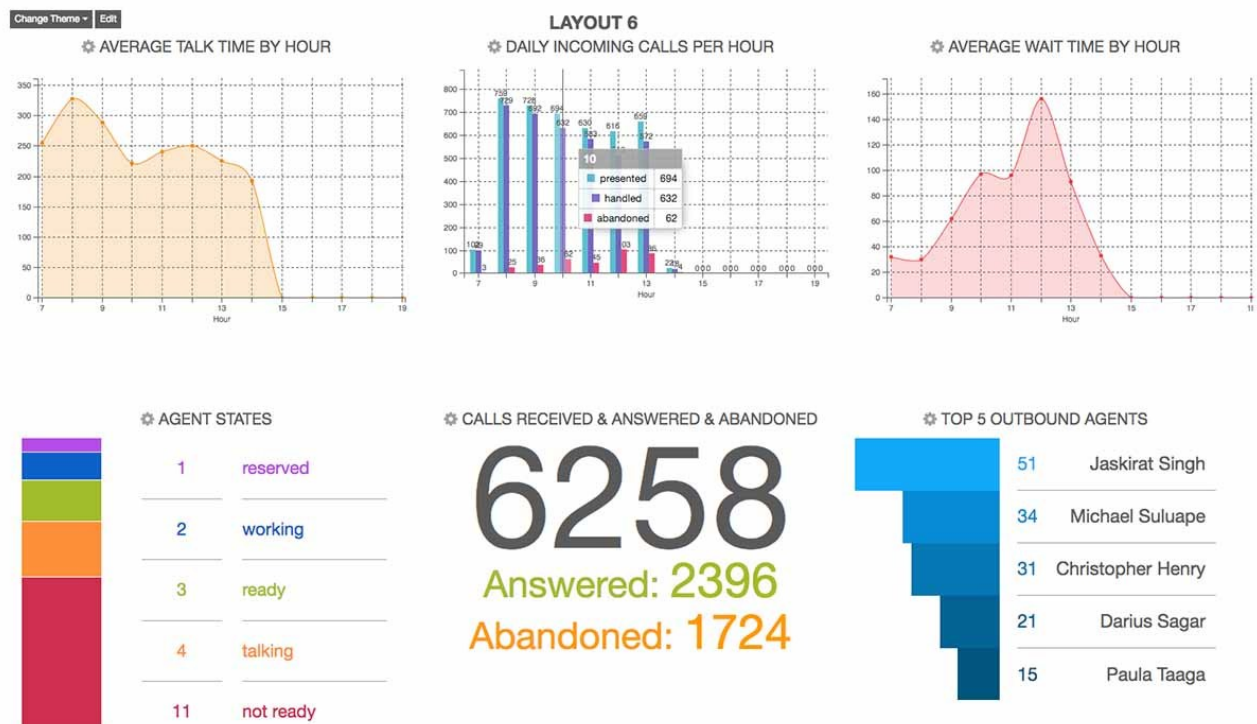
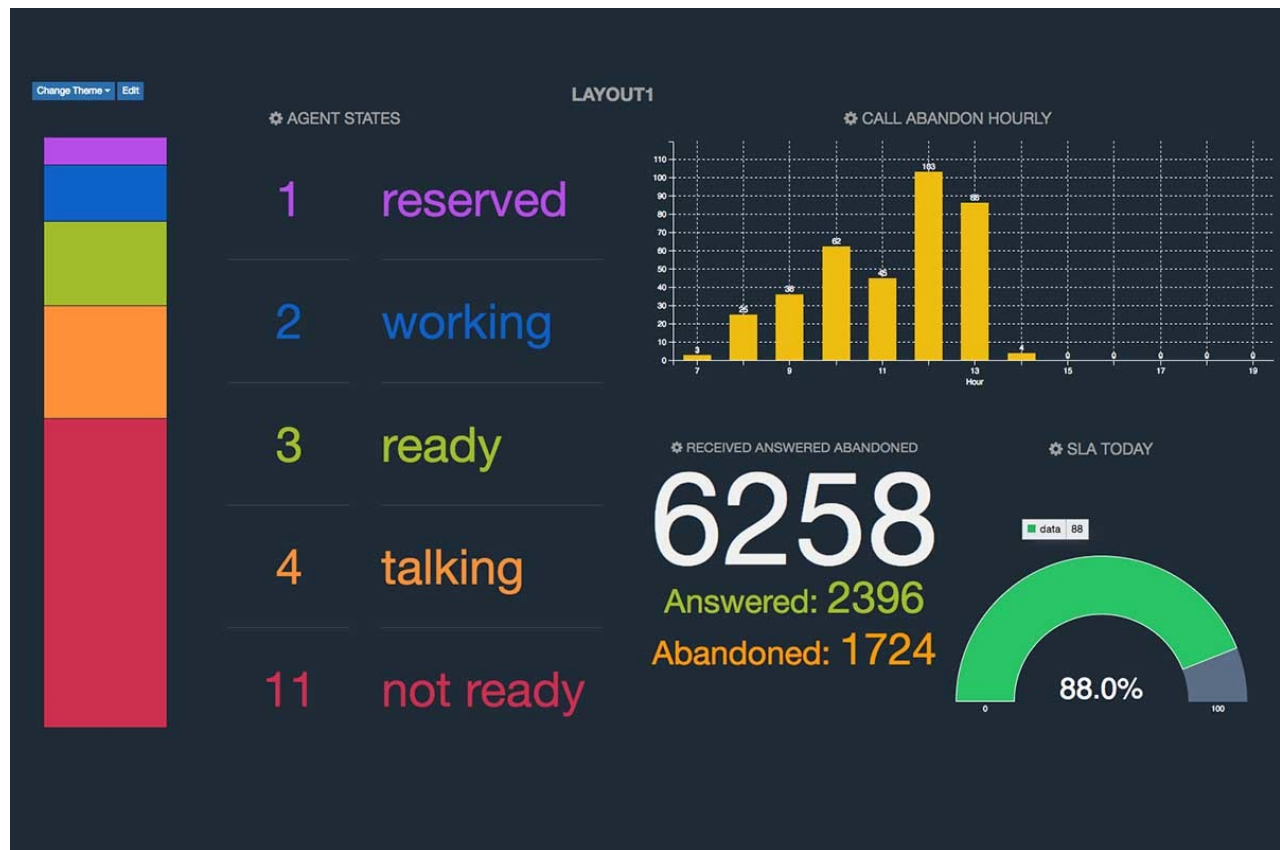
Third Party Integration

Comstice Board also integrates with third party backoffice services such as ServiceNow, Zendesk etc. and presents data through widgets.

Wallboard Views



Wallboard Views



Comstice Wallboard Mobile App

Comstice Wallboard Mobile app and desktop ticker helps business stakeholders (executives, team leaders, agents) to access real-time and historical data from alternative channels.

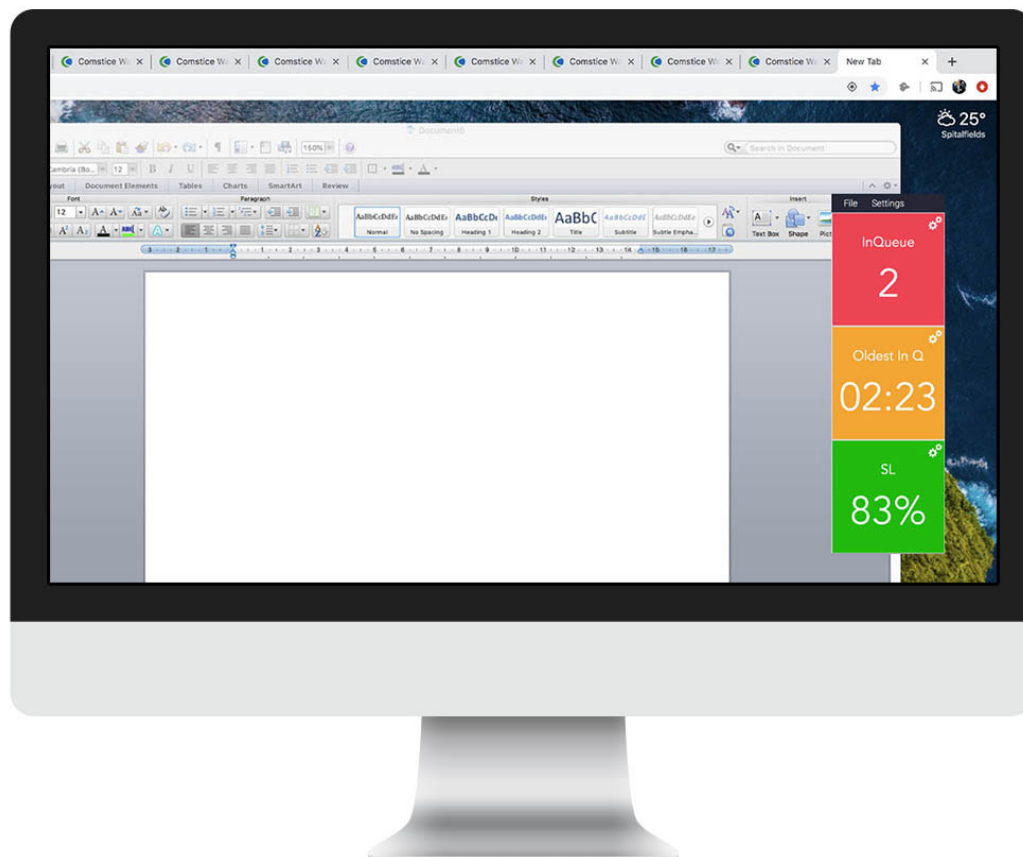
Wallboard Mobile App is freely available in AppStore and Google Play. Users can download and run it in their network or public Internet. Wallboard mobile app communicates with the Wallboard server on your network, refreshes the real-time data on-demand while the app is active on the screen by pulling the screen down. Therefore it avoids any battery usage while in the background. Wallboard users are blocked by default and will be permitted by your Wallboard admins. Admins can assign profiles, a selection of agents and queues user is permitted to see. Wallboard users can be any AD users or single sign-on users.



Comstice Desktop Ticker App

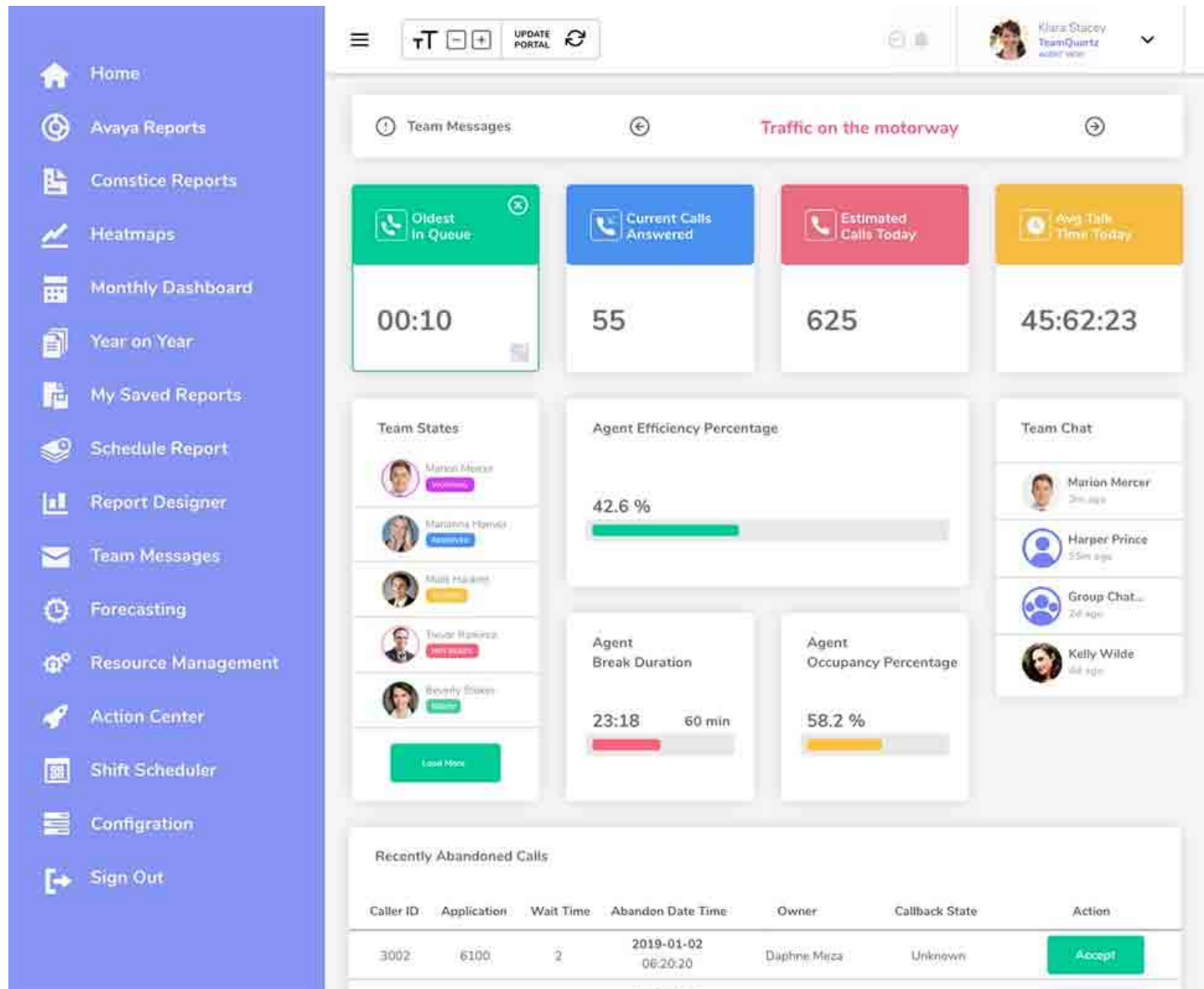
Comstice Wallboard Desktop Ticker app helps businesses to offer constant visibility on agent PCs. Especially when web-based Finesse is used, agents may lose sight of the queue activity. Desktop ticker is a click and run application which sits on top of any active window. It shows fundamental indicators such as calls in queue, oldest in queue etc. Agent can pick and choose the indicators and move the app in the corner of her screen to keep an eye on the queue.

Desktop Ticker does not require installation and it does not have any Java dependency. It is a click and run application which supports Win, Mac, Linux OS.



Comstice Quartz Reporting and Analytics

Comstice Quartz Reporting and Analytics helps to create Avaya BCMS Reports. Comstice stock reports, report designer, scorecards, report scheduling and historical dashboards, daily actionable insights and six different analytics packages

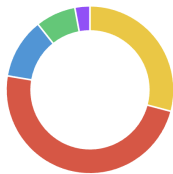


Comstice Call Reporting and Analytics



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%	AVAIL
23.6%	ACD
47.4%	AUX
19.2%	ACW
3.2%	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

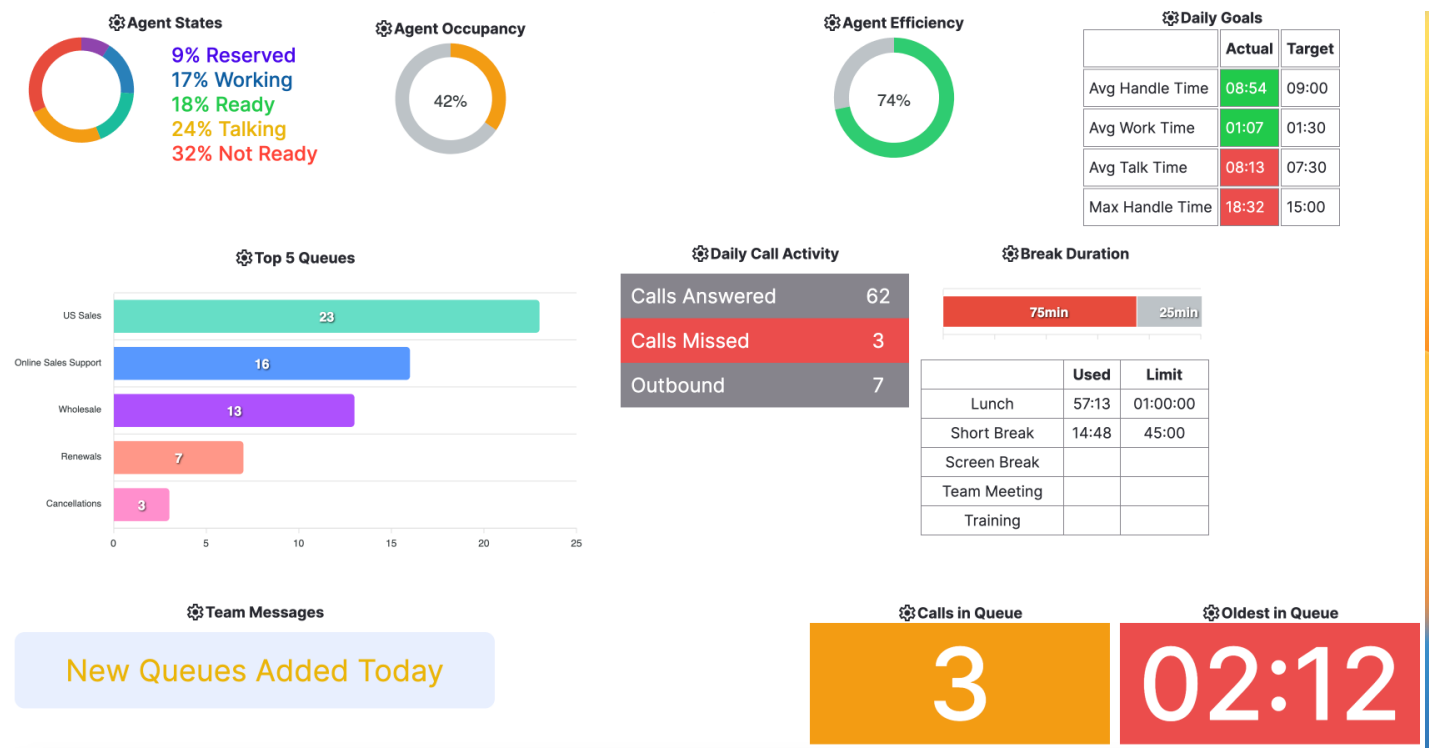
KPI	Target	Actual
CSAT	4.5	4.6
Avg Talk Time	09:00	07:23
Avg Work Time	05:00	06:47
Avg Handle Time	11:00	10:38

Not Ready Activity Code	Total Duration	Occurrences
_Team Meeting	00:55:21	4
Admin Duties	00:50:43	9
Break Formal	01:06:01	5
Extended Wrap	04:30:43	98
Lunch	04:08:14	6
Paperwork	00:48:25	8
CRM Updates	01:08:28	23
Sending Fax	00:38:42	11

QA Evaluations				
Q1	Q2	Q3	Q4	Q5
94%	92%	81%	74%	78%

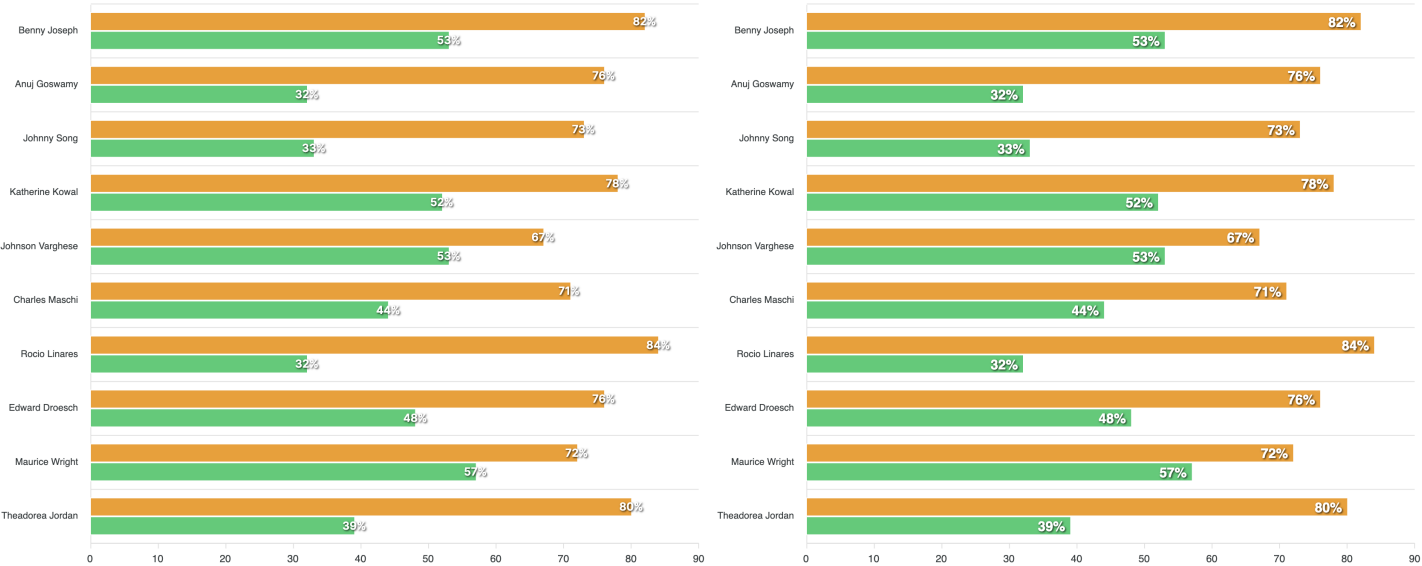


Comstice Call Reporting and Analytics



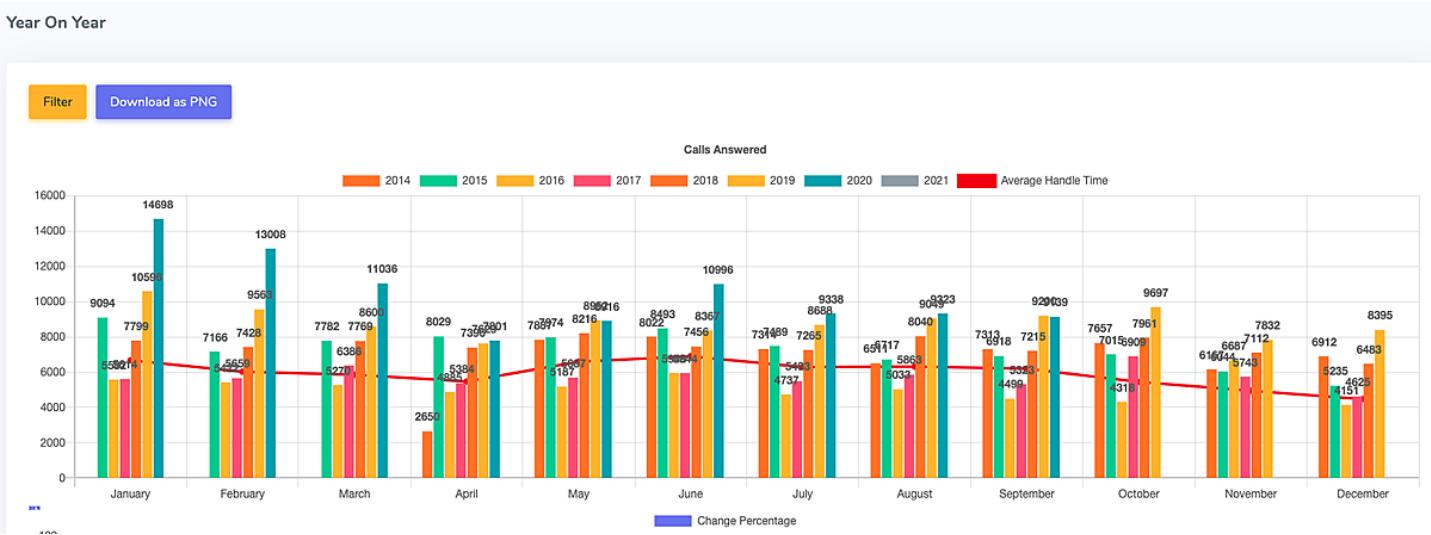
Comstice Call Reporting and Analytics

Agent Efficiency and Occupancy



Comstice Quartz Reporting Benefits

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 Reporting Benefits

Comstice Quartz Reporting and Analytics helps to access vendor stock reports, Comstice stock reports, report designer, scorecards, report scheduling, historical dashboards and drilldown features;

Visual Scorecards by Email: By using the Quartz report designer, users can design visual reports and schedule them to run daily, weekly and monthly, team level or individual agent level. Recipients will receive an email weblink with the report link once the visual report is generated.

Daily Actionable Insights by Email: Team leaders can set thresholds for agent and queue related indicators and receive daily emails about the agents and the queues exceeded each threshold. They can then drill down and analyse the data further.

Repetitive Call Analysis: Analyse repeat callers and increase first contact resolution

Customer Patience Index Analysis: Monitor customer patience using abandon buckets report and estimate customer patience for each queue in different timeframes

Visual Cradle to Grave Reports per Call: Visualise caller's journey and identify the bottlenecks.

Visual Historical Charts: 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.

Automating the scorecards: Visual scorecards can be scheduled to minimise the manual processing of the historical data to make it meaningful.

Multi-tenancy, drilldowns, speed and performance: 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 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
Storing contact center data indefinitely	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
Call Variable Analysis	No	Yes

Comstice Quartz Features

Multi-Tenancy

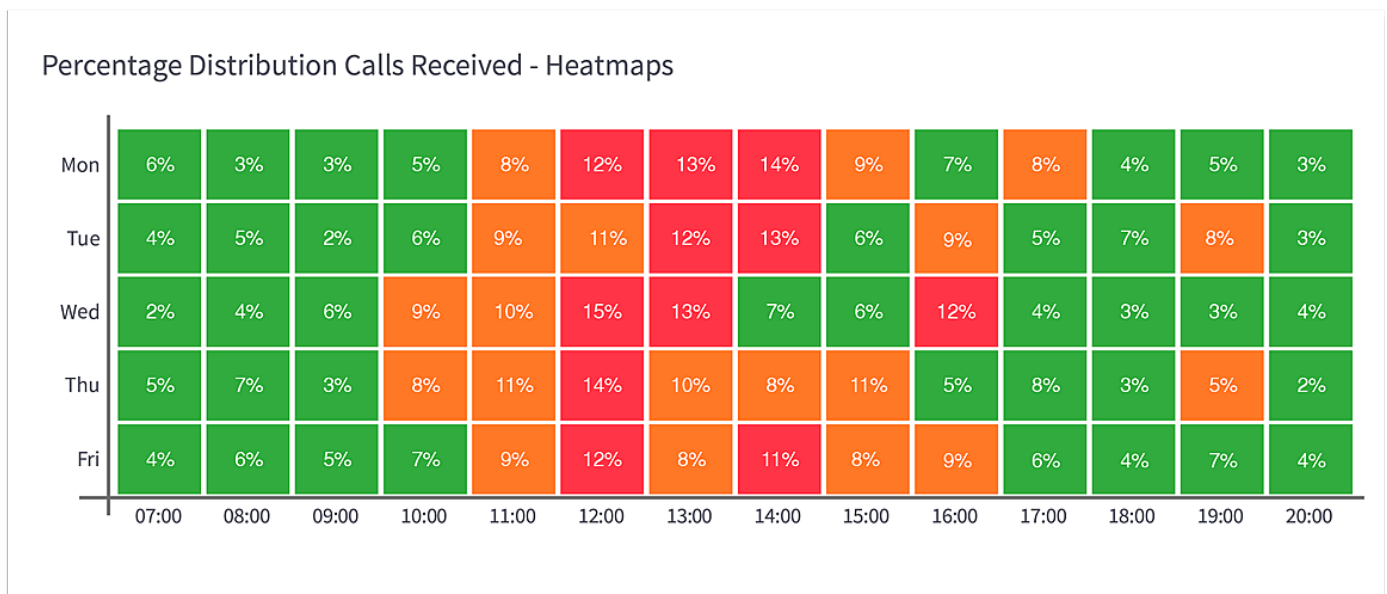
Comstice Quartz helps to restrict access to the call center historical data. This helps to isolate the data from other teams, businesses, even team members. Agents can access to their own data and check their performance as well.

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.

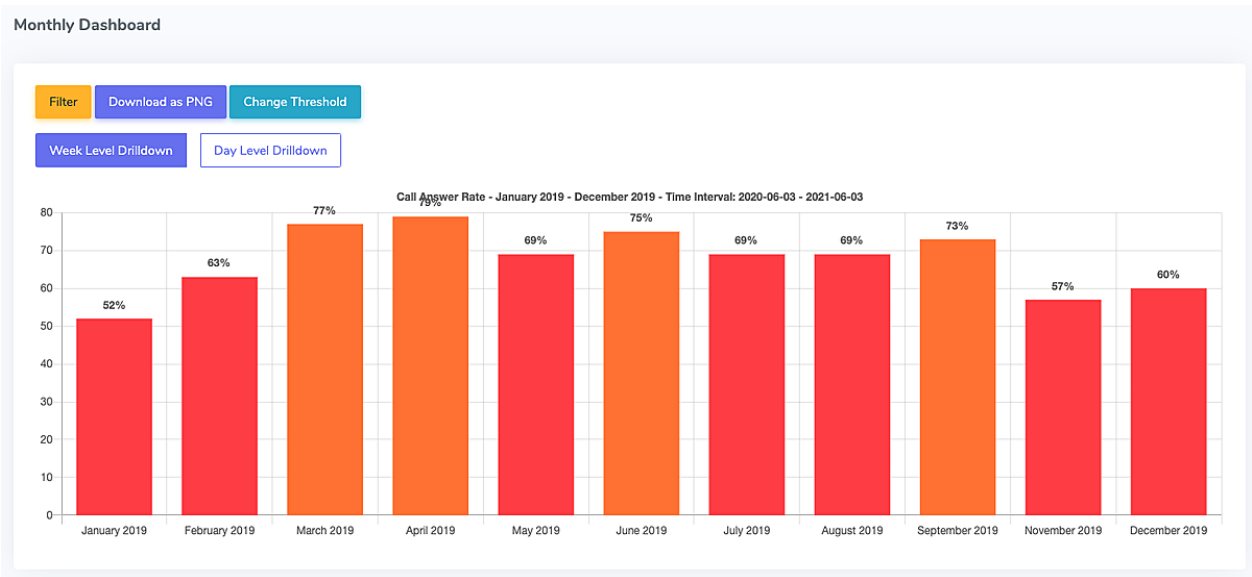


Year on Year Charts

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

Comstice Quartz Reporting Benefits -4

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.



Technical Background

Comstice Wallboard and Quartz Reporting Services will run as docker containers on a Linux VM. VMWare or Opeshift/Kubernetes can be used. Minimum two servers are recommended for high availability;

Name	Qty	RAM	CPU	HDD	OS
Comstice Quartz Server	2	32GB	4xvCPUs	500GB	Ubuntu 20LTS / Redhat 8/9

Daily Actionable Insights by Email

Set agent and queue-level daily thresholds 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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