



MAXIMIZING THE VALUE OF CMS DATA TO ENHANCE PRODUCTIVITY AND THE CUSTOMER EXPERIENCE

With the Avaya Call Management System (CMS), every call that comes into your business has the potential to reveal important details about your agent / employee productivity and the experience you provide to customers.

With the Extended Call History Interface (ECHI) Reporting Suite from ConvergeOne, you can unlock the full potential and value of your CMS data – gathering, interpreting, and reporting information that can help you enhance agent performance and service delivery.

A Window into Your Call Traffic

The ECHI Reporting Suite was created by ConvergeOne to help you turn CMS code into usable information that can help you better manage your calls and satisfy your callers.

ECHI REPORTING SUITE BENEFITS

- > Increased call capacity
- > Improved agent productivity
- > Reduced downtime
- > Improved customer satisfaction
- > Increased call volume
- > Reduced costs

SUPPORTED PLATFORMS

- > Microsoft SQL Server 2005, 2008, 2008 R2
- > DB2 9.x
- > Oracle 10, 11
- v MySQL 5.x

The application suite contains a custom-designed database for reporting as well as process logging and management. Offering segment-by-segment details as calls are processed, the ECHI Reporting Suite enables you to see into call traffic in near real time, to:

- > Understand customer calling patterns
- > Identify agent patterns such as long call segments, excessive hold times, and frequent disconnects
- > Find out the average time from ring to answer in a non-auto answer environment
- > Identify hang-ups, malicious calls, and other issues
- > Pinpoint and repair a resource failure while it is happening, rather than post failure
- > Rate the efficiency of agents or your ACD by understanding interactions at the customer level

ECHI also provides a level of reporting beyond the capabilities offered by CMS – moving information to the custom database and allowing you to use your preferred reporting engine to access the data and format it to meet your specific needs.

EASY TO CONFIGURE AND USE

Developed and maintained entirely by ConvergeOne, the ECHI Reporting Suite operates on a Windows-based server and is easily configured with little to no customization required. It includes a configuration control panel that allows you to configure, start, and stop the application, as well as configure email notifications. It will even update on the fly, allowing you to upgrade your CMS release without stopping the application.

For more information about the ECHI Reporting Suite and the full portfolio of ConvergeOne solutions and services, please contact your ConvergeOne representative, or visit convergeone.com, or call 888 321 6227.

