



Real Time Management

Real Time Management feature of Periscope is so unique and can improve contact center efficiencies through better visibility leading to precise real time controls and decisions. RTM screens which refreshes every 30 seconds gives information like skill / split wise calls in queue, agents available to take calls, Running SL, AHT, ASA, Occupancy etc. This screen also gives information about interval wise calls handled, abandoned with actual SL for the day. Users can see the actual state of individual agents as well.

Agent Status Chart

Agent	Wait	Working	Idle
Agent 1	1	0	0
Agent 2	0	1	0
Agent 3	0	0	1

Call Data [English]

Description	Start	End	State	State SL
Interval >	14:06	14:08	14:08	
Calls Offered	23	0	140	
Handled	21	0	139	
Abandoned	0	0	0	
AHT	00:12	00:00	04:48	
SLA(%)	91.30	100.00	87.07	
Productivity	87.61	85.71	87.29	
Occupancy	35.00	71.43	32.60	

Call Data [Hindi]

Description	Start	End	State	State SL
Interval >	14:06	14:08	14:08	
Calls Offered	2	0	18	
Handled	2	0	18	
Abandoned	0	0	1	
AHT	00:17	00:00	02:44	
SLA(%)	100.00	100.00	94.12	
Productivity	87.61	85.71	87.29	
Occupancy	35.00	71.43	32.60	

Process Status

Metric	Value
Cumulative SLA	87.80
English SLA	87.07
Hindi SLA	94.12
Cumulative AHT	04:26
English AHT	04:48
Hindi AHT	02:44

About Periscope

Futuresoft Periscope is an add-on to Avaya CMS and a generic reporting system that caters to all time data requirements of business processes and other support processes. This is used heavily at EOC/EOD that generates Process's operational reports in terms of parameters such as Calls Handled, Calls dropped, Agents seated agent related time components etc. Periscope can help in making reports in different formats as required. This can be a useful tool for intraday analysis, and help the organization understand and analyse the facts to improve the operational efficiencies. Another good user friendly feature is that Periscope can have web access too.

The product is aimed at providing user-friendly mechanisms to the business team which would save the time spent in collating/compiling of data from different locations. At the same time it also provides centralized reporting system accessible from any location and helps the users to work in mobile environment and not remain confined to their workstation.

Periscope CMS

Periscope CMS menu helps to you to have interval wise information for individual queues, or group of queues or at VDN level. User can also generate agent level or agent group level reports for particular intervals or dates. Interval wise information is very useful information to analyze the call flow pattern and to decide on staffing more effectively.

Agent Group Report

Report Type: Interval

Time Zone: IST

From Date: 12/12/10 To Date: 22/12/10

Choose Agent Group(s): Adhishek, Adhishek, Adhishek, Adhishek, Adhishek, Adhishek, Adhishek, Adhishek, Adhishek, Adhishek

VDN Report

Report Type: Interval

Time Zone: IST

From Date: 12/12/10 To Date: 22/12/10

Choose VDN(s): 809 - LMC slow mgmt typ, 8467 - FS 800vnc, 8723 - Periscope, 8723 - Periscope

Some salient features of Periscope :

- Users can generate interval wise report for particular split/VDN or agent or group of agents.
- Provides an easy to use system with an intuitive menu and personalized report options.
- Users can generate reports in different Time Zones like EST/CST/PST/MST/GMT/IST.
- Users can save reports as favorite and same time on marking report criterias in the successive attempts.
- Users can schedule the reports and even automatic mailing of reports to predefined list of addressees is possible.
- To protect the historical data, data older than 45 days is moved into archive data with the implementation of sliding window concept. Duration of such movement can be changed based on user requirement.
- Periscope can collate data from multiple Avaya CMS simultaneously.
- Real Time management gives better real time visibility into process and agent activities helping users to control and manage the operation more effectively.



FutureSoft India Pvt. Ltd.

Head Office : 253, Okhla Industrial Estate
Phase III, New Delhi - 110020
Voice : +91-11-4222 88 88
VoIP : +1-646-915-1101
Fax : +91-11-4161 23 44

E-mail : info@futuresoftindia.com
www.futuresoftindia.com

Periscope CDR

Users can analyze the outgoing calls to keep a check on telecom cost. Users can generate report for particular set of agents or group of agents and understand the calling patterns.