Avaya Operational Analyst

Accelerate Multimedia Experience Management Decision-making

Overview

With continued consumer adoption of multiple modes of communication - email, web chat, video, and social media – businesses are challenged to adopt new communication channels and to ensure that they are meeting customer expectations and business goals.

Designed specifically for Avaya Interaction Center, Operational Analyst is a complete reporting and analytics environment for real-time and historical contact center reporting and customer experience analysis. It equips executives and managers with the tools and knowledge necessary to align contact center performance to exceed business goals and customer expectations.

Key Benefits

• Full visibility of your multimedia customer experience, service levels, and operations performance

• View interaction detail alongside key business performance indicators within corporate dashboards, business tools, and workforce management systems

• Take action based on a complete view of a customer's revenue generating potential

• Reduce costs and simplify access with secure web-based reporting

Highlights

Operational Analyst includes consolidated data collection, centralized storage of multi-channel interaction data and business value reporting and analytics packages that enable business to focus on performance and customers.

Report Data Server

The Report Data Server simplifies analysis and reporting by automatically aggregating and consolidating contact center data across systems and physical locations in real-time. It is built on an open, extensible architecture that consolidates data across all Interaction Center as well as Avaya Aura® Call Center Elite and Avaya Call Management System reporting enabling your business to focus on customers and performance improvement versus wasting time and effort pulling reports from various systems, sites, and applications.

Customer Interaction Repository

The Customer Interaction Repository is a common storage point for all multi-channel customer interactions executed across Interaction Center as well as companion reporting systems such as the Avaya Call Management System (CMS). Users can import CMS External Call History (ECH) data, including summary interval data, and create year-over-year analyses that greatly simplify voice and multimedia trend analysis.

Integrated database management tools allow you to determine which data are stored, how long it is retained, and also provide customization options that maximize ease of use and business benefit. Because the repository is ODBC/JDBC-compliant it extends reporting capabilities to compatible business analytics or reporting software tool.
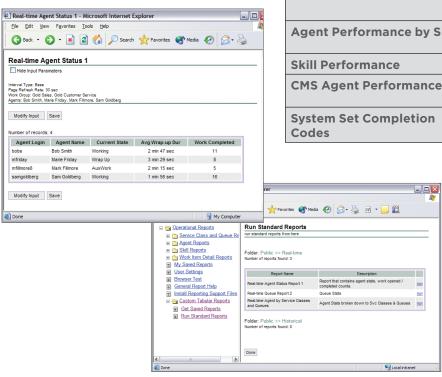
Reporting Packages

Whether you are a contact center manager or business analyst, Operational Analyst provides reporting packages designed to meet your specific decision making requirements including basic and advanced real-time and historical reporting. New tabular report wizards and business value reporting capabilities enable you to identify and analyze your most challenging business issues.

Performance Monitoring

The Operational Reporting package is designed specifically for contact center supervisors with performance management and task-level reporting requirements. A browser-based interface delivers reporting across all channels with data presented in both tabular and graphical views for rapid recognition of details. Available reports include predefined historical reports for Interaction Center and CMS External Call History interval data as well as historical performance monitoring for agents and skills. With the ability to refine reports down to contact detail, supervisors can perform true cradle-to-grave analysis.

Standard Real-time Reports	Description
Service Class and Queue Status	Keeps users informed of service class or queue performance.
Service Class and Queue Performance	Allows comparison of statistics among service classes and queues.
Agent Time in State	Monitors agent's current status.
Agent Performance	Provides a way to compare one or more statistics among selected agents.
Agent Performance by Service Class and Queue	Allows comparison of agents across service classes and queues.
Agent Performance by Job	Provides a real-time view of how agents are performing with respect to the kind of work they are assigned.
Agent Set Outcome Codes	Provides a real-time view of outcome codes being assigned to particular jobs by agents.
Job Performance	Provides a real-time view of performance of outbound jobs.
System Set Completion Codes	Provides a real-time view of what is happening to call attempts associated with a set of jobs.
Telephone Number States	Provides a real-time view of how many telephone numbers are in a particular state for a set of jobs.

Standard Historical Reports	Description
Agent Performance by Service Class and Queue	Allows historical comparison of agents with different Service Classes and Queues.
IC Agent Performance	Provides a way to compare a statistic among selected IC agents.
Service Class and Queue Performance	Allows comparison of statistics among service classes and queues.
Service Class and Queue Volume	Assess whether more work is arriving than is being handled. Allows comparison of service classes and queues to see where obstructions are occurring.
Agent Performance by Skill	Allows historical comparison of agents within different skills.
Skill Performance	Allows comparison of statistics among skills.
CMS Agent Performance	Provides a way to compare statistics among selected CMS agents.
System Set Completion Codes	Provides a historical view of what happens to call attempts over a period of time.

The Tabular Reports Wizard allows managers to generate customer tabular reports via a simple 4 step report generation process. Users can create, edit, and manage reports all from a single browser based interface.

Web-based Tabular Report Wizard

Operational Analyst includes a Tabular Report Wizard that enables managers to create their own real-time tabular reports. Managers can quickly create, edit, and manage reports on agent status, service levels, and service queues. The wizard is accessible from any web browser and no programming is required to create, edit, and distribute reports.

Advanced Contact Center Analytics

The Analytical Reports package for advanced contact center analytics is designed to analyze key performance indicators and to identify areas for improvement. A browser-based interface provides multi-dimensional graphic representations of data. This approach makes it possible to view data from different perspectives and to understand the business value of individual interactions.

The Analytical Reports package includes predefined Business Value OLAP (online analytical processing) reports and supports ad hoc querying. The ability to click on graphic elements and to drill down to underlying detail enables managers and analysts to fully leverage sophisticated analysis techniques.

Corporate dashboards and other decision tools can be supported or designed around specific multi-dimensional data for executive and organizational distribution.

Business Value Reporting

Data collection capabilities extend beyond simple collection of customer interaction and agent performance data to allow real-time queries into other enterprise and Customer Relationship Management (CRM) data sources. Managers can tabulate and report on outside data and metrics such as recent product or service purchases, ratings and credit report scores, billing stat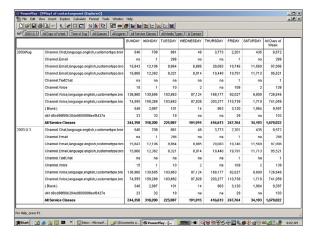us, and other data. Because it allows supervisors and managers to understand each customer's experience and value to the business, Business Value reporting enables them to make informed decisions regarding customer segmentation and contact management strategies.

Data and information collected within Operational Analyst can be shared and exported to third party workforce management and business intelligence tools through a Web services based Data Application Programming Interface (Data API). The comprehensive real-time view of customer service sales and support activities created through information sharing makes it possible to more accurately manage workforce scheduling and to enrich business intelligence tools. The Data API supports retrieval of real-time or historical data through SQL and, when compared to expensive customer programming and support of proprietary software and workforce management connectors, simplifies integration and ongoing support.

Systems and Software Support	
Server OS Support	• IBM AIX 6.1 LPAR and non-LPAR • Sun Solaris 10 on SPARC • Microsoft Windows 2008 R2
Database	• IBM DB2 9.5 • Microsoft SQL Server 2008 R2 • Oracle 10g, 11g
Pre-built Application Integration and Connectors:	• Siebel • PeopleSoft CRM • SAP • E.Piphany • Onyx
Switches	• Avaya (including Symposium) • Aspect • Cisco
IVRs	• Avaya Aura® Experience Portal • Avaya Voice Portal • Avaya Interactive Response • Avaya Media Processing Server • Edify/Intervoice • IBM
Languages	• French • German • Russian • standard Italian • Latin American Spanish • Brazilian Portuguese • Japanese • Korean • Thai • US English • Simplified Chinese • Traditional Chinese

Learn More

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Screen shot of complex data sets that can be simply sorted and analyzed with Avaya Operational Analyst. Support for advanced multidimensional analysis and corporate dashboards help simplify analysis of complex data sets and allow faster visual problem solving and exploration.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.