

# Interaction Reports for Cisco

## Product Overview

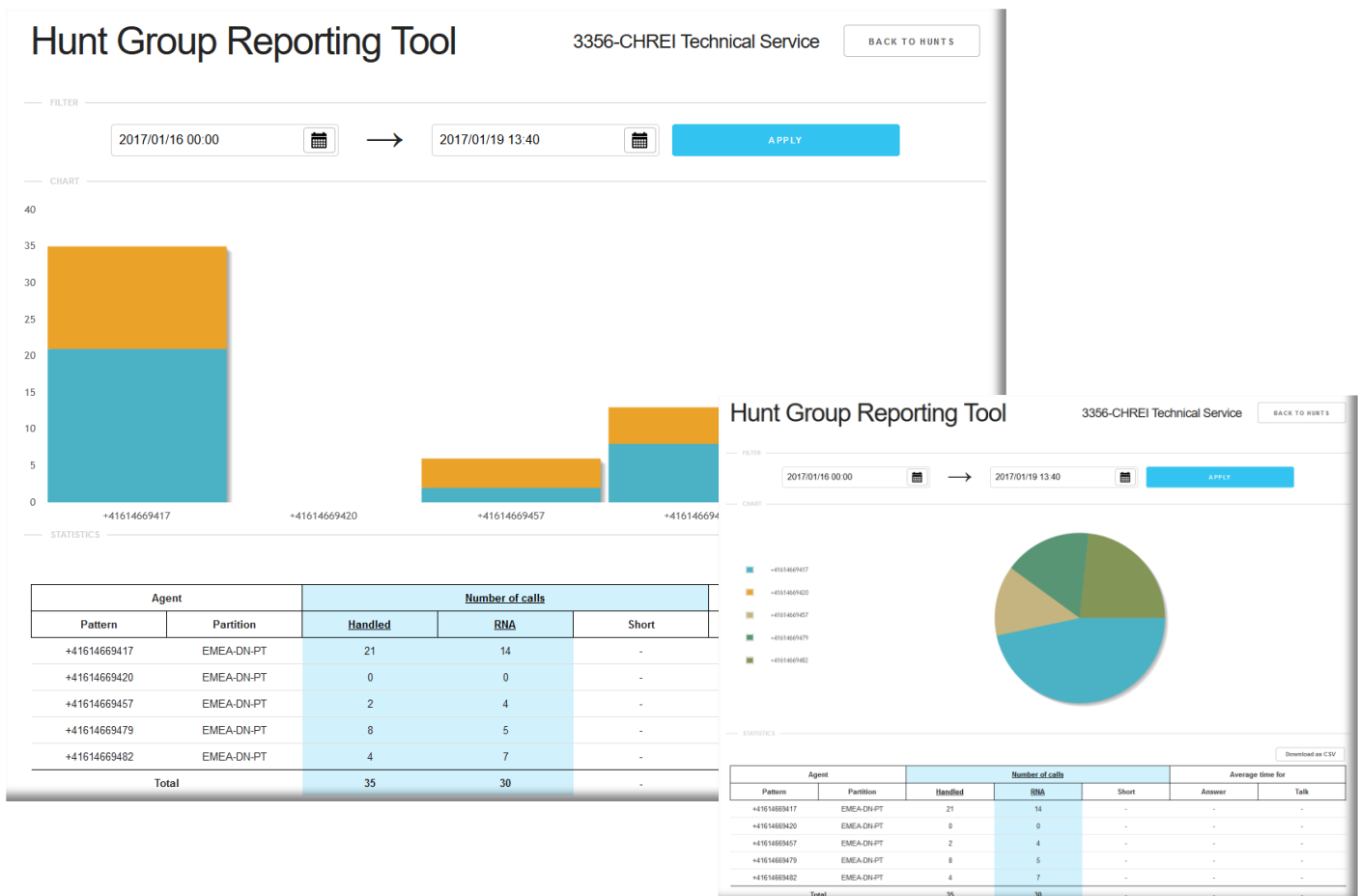
Wozavez Interaction Reports for Cisco (IR4C) is a solution which provides reporting capability for simple contact centers based on the advanced hunt-group functionality of Cisco Unified Communications Manager. The solution provides nearly real-time reporting for the most common KPIs via web interface.

The Wozavez IR4C solution is available as a cloud service (**Cloud Edition**) and as an On-Premise version. The On-Premise version has two different editions: **Standard Edition with basic** and **Enterprise Edition** with advanced reporting capabilities. The Cloud Edition has the same feature set as the Standard Edition.

## Business Value

Many companies are using contact centers to let their customers reach them. In most cases contact center software are too complex and has many functionalities which are never used by most of the customers. The most important functions to handle customer requests are the Automatic Call Distribution (ACD) and the Call Queuing. For the managers and supervisors who are responsible for the quality of the service and for the workforce management, the most important contact center functionality is the reporting.

Cisco's Unified Communication Manager (from version 10.x) has a Hunt-group feature which provides both ACD and Call Queuing. This is enough for most of the customers to handle the calls but there is no comprehensive reporting capability. Wozavez CIR is filling this gap by providing web-based reports for Cisco UCM.



## Reports availability



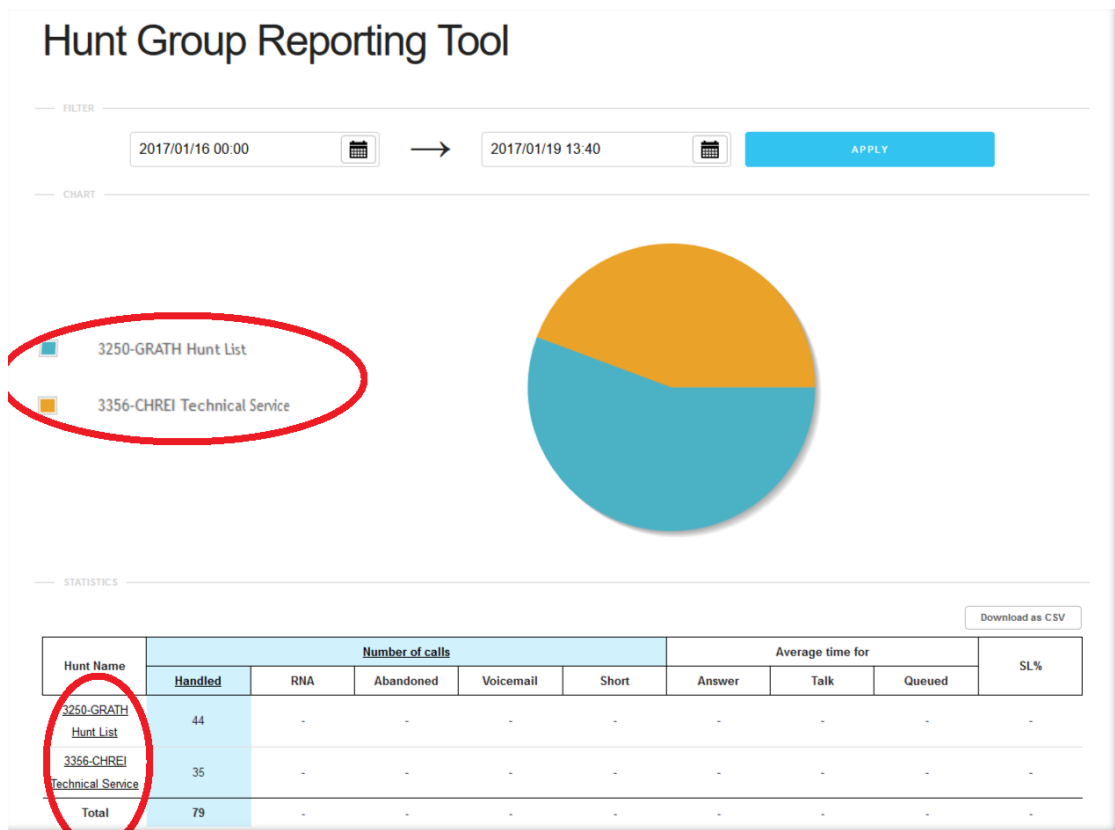
Different reports are available in the different Editions (SE = Std. Edition, EE = Ent. Edition):

KPI	Per Agent		Per Hunt group		All agents	
	SE	EE	SE	EE	SE	EE
Number of calls handled – calls received by the agent	✓	✓	✓	✓	✓	✓
Number of calls RNA – calls presented to the hunt group, but agent did not answer	✗	✓	✗	✓	✗	✓
Number of calls Abandoned – queued, but hung up	N / A		✓	✓	N / A	
Number of calls go to voicemail -	✗	✓	✓	✓	✓	✓
Number of short calls – talk time is less than X seconds	✓	✓	✓	✓	✓	✓
Average Answer time – for direct calls	✓	✓	N / A		✓	✓
Average Talk time – for direct and queued calls	✓	✓	✓	✓	✓	✓
Average Queue time (waiting time)	N / A		✓	✓	N / A	
SL%: number of calls handled in X seconds (X is global)	N / A		✓	✓	N / A	
Daily Call Distribution (incoming calls)	N / A		✗	✓	N / A	
Weekly Call Distribution (incoming calls)	N / A		✗	✓	N / A	
Graphical Web Charts	✗	✓	✗	✓	✗	✓

The calls can be filtered by direct and hunt-group calls. The reports can be generated for a given period. Generated reports are available on the **web interface** and can be **downloaded in CSV** format which can be opened and formatted with Excel. In the Enterprise Edition, some of the reports can be viewed in **graphical charts** to analyze trends.

## Administration

In the Standard and Cloud Edition hunt-groups, phones and lines must be administrated manually in the IR4C system. In the Enterprise Edition, this information is **synchronized automatically** from the CUCM on daily basis.



## Architecture

The solution is running in a single **Linux based appliance Virtual Machine**. It generates reports from the **Call Detail Record (CDR) logs** provided by the CUCM. The CUCM has to be configured to send the CDR files to the server(s) via SFTP. The zero-length CDR must be turned on. The Enterprise Edition also uses **Cisco JTAPI** to monitor the agent's phones.

Feature	SE	EE
CDR Processing	✓	✓
JTAPI Phone Monitoring	✗	✓
Automatic Hunt Group Synchronization via AXL	✗	✓
Automatic Phone and Line Synchronization via AXL	✗	✓

## High-Availability Version

The solution can be licensed and deployed in a dual-node, high availability architecture. In this architecture the user web interface will be available on both servers. Some kind of load balancing option with failure detection has to be provided by the Customer!