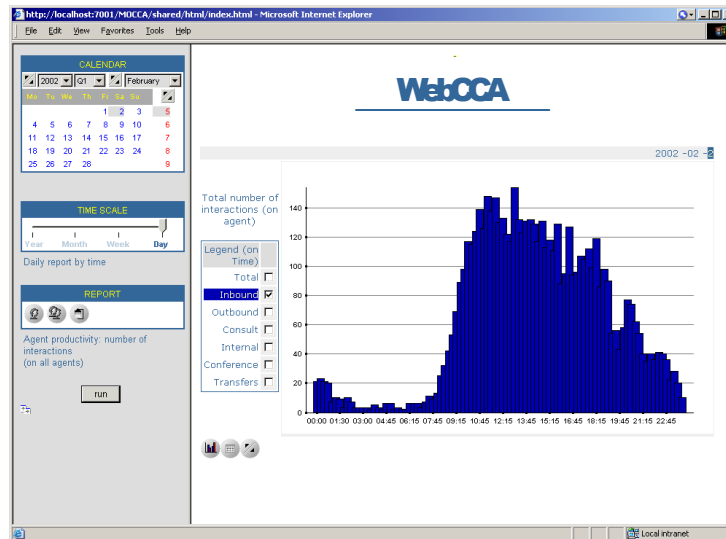


Web based reporting solution fully integrated with Genesys™

WebCCA can bring you relevant and critical information on your Contact Center easily and quickly through your Web browser.

Monitoring Contact Center activities is a real challenge as it requires complex analysis of the interaction flows to be able to collect relevant statistical values. As configuration of the statistical values to be collected can be a very challenging issue, data visualization and analysis requires the choice of an appropriate tool to be able to fully handle the huge amount of data stored in your Contact Center datawarehouse.

Simple and intuitive data analysis and navigation through standard Web techniques.



■ *WebCCA provides an easy-to-use web interface to your Contact Center statistical information*

Wherever in your company, whenever you want, easily access and analyze your Contact Center critical reports and indicators through WebCCA.

WebCCA provides the following benefits :

Easy deployable (Web application).

Designed and developed for Genesys™ CCA and Genesys™ Infomart

- Intuitive and (really) easy-to-use Web user interface
- Pre-built and customizable reports on the Genesys™ Infomart database
- Solution fully integrated with the Genesys™ CCA suite
- Latest Web technologies

Web User Interface

A simple Web browser to visualize and analyze your Contact Center statistical information : you can use standard and intuitive web techniques to navigate through your data :

All tables and graphs can be easily analyzed : drills, aggregation, time navigation, sorts, statistics changes, ... just in one click !

Just use your own well-known browser, ... no new complicated reporting tool to learn.

The top screenshot shows the WebOCA interface for February 2002. It features a calendar, a time scale, and a table of agent statistics. The table lists agents and their interaction counts across various categories.

Name	Total	Inbound	Outbound	Consult	Internal	Conference	Transfer
Sexton, Oewayonhyayarith	296	119	92	52	43	5	37
John, Obrosli	320	111	114	63	32	4	36
Cho, Octar	1751	1477	14	227	33	1	20
Conroy, Padamaksha	1406	555	662	170	19	1	108
Earlv, Hoden	1721	1378	80	238	25	1	22

The bottom screenshot shows a detailed view for agent John, Obrosli. It includes a calendar, a time scale, and a table showing daily interaction counts.

Day	Total	Inbound	Outbound	Consult	Internal	Conference	Transfer
07	22	4	12	3	3	4	2
04	39	15	12	7	5	0	3
05	28	10	13	4	1	0	3
11	32	11	12	8	1	0	4
13	29	14	1	7	7	0	4
15	33	13	8	8	4	0	5
19	31	10	13	7	1	0	4
21	19	9	2	6	2	0	5
25	2	1	1	0	0	0	0
26	31	7	14	4	6	0	3
22	26	7	11	7	1	0	4
20	8	5	1	2	0	0	0
18	15	4	6	5	0	0	2
14	6	2	3	1	0	0	1
12	51	13	22	6	10	0	6
08	17	8	5	4	0	0	2
06	9	2	6	1	0	0	0
Total	398	135	142	80	41	4	46

- Just follow the hyperlinks to drill through your data at different levels

Genesys Infomart

Pre-built reports will help you to more easily manage your Contact Center and will help you to decide which is the relevant information for you.

The reports are easy to understand and use. The information is available in just one click, you just have to follow the hyperlinks.

If you use Genesys™ Infomart, WebCCA gives you a head start as it comes with pre-built and configurable reports on specific Contact Center areas:

- *Agent*
- *Agent Groups*
- *Queues*
- *Skills*
- ...

WebCCA 3.0
Contact Center Reporting Tool
Now Infomart enabled!

Voice Interactions Daily Summary
Sept 27, 2005

Service	Segment	Nbr	IN	Answ	Aban	%	Avg Wait	Duration
AccountService	Bronze	1930	1846	84	4	%	0	67
	Gold	1861	1776	85	5	%	0	68
	Silver	1850	1773	77	4	%	0	67
		5641	5395	246	4	%		
Brokerage	Bronze	1918	1840	78	4	%	0	68
	Gold	1934	1860	74	4	%	0	68
	Silver	1890	1804	86	5	%	0	69
		5742	5504	238	4	%		
WebSupport	Bronze	1870	1806	64	3	%	0	68
	Gold	1793	1708	85	5	%	0	68
	Silver	1872	1811	61	3	%	0	68
		5535	5325	210	4	%		

Details for AccountService-Gold

Bar chart showing Nbr IN (Sept 27) and Nbr IN (average) for days 11 through 18.

Geneys CCA

The existing CCA platform is still available from the same user interface. You can make the choice to report only on Infomart or on CCA and Infomart at the same time.

This complete integration allows to use all the built-in functionality of the Genesys™ CCA suite (time aggregation, statistics definitions, templates and layouts configurations, ...). Standard and custom statistics can be retrieved from your Genesys™ CCA collection units on your Contact Center objects like :

As WebCCA is completely designed for the Genesys™ suite, the development cycle for new reports and statistics is really shortened.

- Agents
- Queues
- Places
- Group of Agents
- Route Points
- ...

WebCCA enables to report on the hundredths of statistical counters like :

- Total_Calls_Inbound
- Total_Calls_Abandoned
- Total_Talk_Time
- Max_Wait_Time
- Total_Login_Time
- Total_Calls_Answered
- Total_Short_Calls
- ...

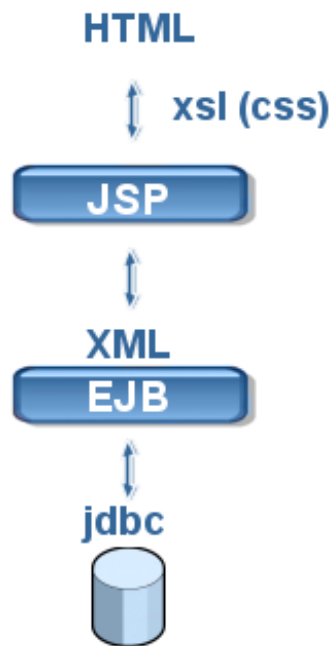
DataSheet

Latest Web Technologies

WebCCA is built with the latest technologies that permits flexible software and hardware architectures as well as easy evolution and integration with other applications.

WebCCA is a Java based solution (EJB, JSP and Servlets) using XML as configuration and data manipulation format as well as XSL (and CSS) for the presentation layer.

Internet standards and application objects distribution give you an evolutive and flexible solution.



- *Java technologies and Internet standards are the building blocks of the WebCCA components.*

System requirements

WebCCA is optimized for Microsoft™ IExplorer 5.5 or later. WebCCA is available as deployable applications for Jakarta-Tomcat from the Apache Software foundation. For complete system requirements and other platforms, please contact your local distributor.