

Aspect Call Center Reports v3.0 at a Glance

HIGHLIGHTS

- Thirteen new reports
- Customer-requested enhancements
- A new, flexible, scalable reporting platform
- Improved performance
- New and enhanced fields and options
- Standardization across reports
- Dynamic runtime customization

“If you can’t measure it, you can’t manage it.”

So goes the original rationale for call center reports. Call center managers are accountable for measuring service, customer experience, agent performance, and overall effectiveness of call center resources. That’s why reporting is a critical component of every contact center, and Aspect customers rely on the reporting tools we provide to interpret contact center data and manage their operations efficiently.

To support this critical business function, we’ve analyzed feedback from our customers and made significant improvements in our reporting tools. Aspect Call Center Reports v3.0 delivers an improved set of call center reports that run faster and produce more precise information that is more easily tailored to individual managers’ requirements.

Aspect® Call Center Reports v3.0 provides users with a number of requested enhancements and improvements that make it easier and faster to get needed information and that provide new reports and fields to help manage the business more effectively.

New reporting platform: Crystal Enterprise

Crystal Enterprise 10 is Aspect’s new enterprise reporting platform. This flexible, scalable business-intelligence system allows a broad range

of users to analyze and share data. Users can create reports, queries, and multidimensional OLAP cubes that can be shared among members of a workgroup or organization.

A multi-tier enterprise report management and distribution tool, Crystal Enterprise 10 is exclusively Web based. It can be used to run, view, create, and administer reports for many Aspect products, including Aspect Call Center, Aspect Uniphi Suite, Aspect Customer DataMart, and Aspect Enterprise Dialer.

New features

Based on feedback from Aspect users, we’ve added several new features to v3.0.

Report enhancements for improved business management

We’ve added the 13 reports most commonly requested by Aspect customers:

- Agent Scorecard Profile
- Agent Transfer by Agent Group
- Agent Transfer by Team
- Application Dashboard
- Application Management Enhanced
- Audit Trail Profile
- Average Sign-on by Agent Group
- Average Sign-on by Team
- Longest Queued Calls Profile
- Service Detail Profile
- Supervisor Monitoring Profile
- Trunk Occupancy by Half-Hour
- Wrap Code Profile

In addition to adding these new reports, we’ve made more than 50 major enhancements and more than 100 minor enhancements to existing reports.

Improved performance

Reports now run 20 percent faster than reports in the previous version, and users can run more than one report at the same time. We accomplished this improved performance by removing Microsoft Access as a requirement and moving queries into the Business View. This also reduces the level of technical knowledge users need to access the information they need to build customized reports.

New and enhanced fields and options

In addition to new reports, we've also added fields and options that make it easier to generate reports that support business goals:

- New Relative Date options
 - Last Year
 - Year to Date
 - Year to Yesterday
- New Relative Time options
 - Last Quarter-Hour
 - Last Half-Hour
- Daily Interval Display added to detail reports for dynamic display of date, half-hour, or totals
- “Edit” and “Release” sets displayed in Cross Reference Reports displaying CCT stats
- Enhanced graphs and the ability to hide graphs at run time
- An updated Aspect Custom Dynamic Link Library (DLL) that offers additional functions, including: User Name, Group Name, Span Date, Display Range, Call Type, Transaction Type, and CFlag

Standardization across reports

For increased efficiency, we've made the formats of Aspect Call Center Reports more consistent.

- “Historical” and “Today” date versions combined into one template
- Group trees for all reports, containing the full name and number of the resource for easy searching
- Formulas standardized across all reports and removed from the queries and/or views
- Supervisor Team equivalent for all Agent Group type reports, which makes it's easier to get pertinent information
- The same contents and formatting for parameter values across reports
- Streamlined linking of sub and main reports for tighter integration and easier customization
- HTML help links for all reports, available by clicking on the report title

Seamless migration

Upgrading from an earlier version of Call Center Reports to v3.0 includes migration of all standard reports. If you have custom reports using Report Writer/Runner or Seagate Info, Aspect Professional Services or an Aspect partner can assist you with report migration. Aspect Professional Services offers a fixed price for converting reports from Report Runner/Writer or Seagate Info to Crystal Enterprise. Custom services are available for multiserver installations, custom report creation, or analytic health-check services or to provide technical assistance on or off site.



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