

N-Focus AES

Cradle-To-Grave Call Center Reporting

- Unlimited Supervisor Views
- 100% Web-Based
- Real-Time & Historical Reporting
- Automatic Scheduled Email Reports
- Real-Time Web & Email Alerts



More Data to More People

Call center managers must be able to quickly respond to productivity problems and customer service bottlenecks as they happen. Unfortunately, most call center reporting solutions are either limited in scope or very expensive and difficult to use. These reporting solutions are unable to effectively distribute key performance information to everyone throughout an entire organization in a timely manner, reducing reaction time to problems and ultimately hindering call center productivity and service levels.

N-Focus for Avaya AES

N-Focus AES is the newest reporting solution from NetLert for Avaya® call centers. It provides a cost effective cradle-to-grave reporting system that is simple to use.

N-Focus AES supports Avaya Aura® Application Enablement Services version 6.1 and up, making your data available to be analyzed in an intuitive web-based tool. Easily generate reports to gain insights into the performance and effectiveness of your Avaya call center operations.

Many of the same key benefits from our other solutions are included in N-Focus AES. Easily creating alerts on real time events, scheduling historical reports for automatic distribution, and setting a custom retention policy on your data are a few examples. More benefits can be seen in the list to the right.

- Easy to use web-based reporting
- Real-time & historical data
- View cradle-to-grave call details
- Unlimited supervisor views
- Export & schedule email reports
- Create & share custom reports
- Real-time web & email alerts
- Customizable data retention policy
- Mobile browsers supported
- Connect to multiple AES servers
- Create agent & wallboard views
- Permissions to control data visibility

In the example report below you see how with one click you can easily drill down on a historical report to view the related cradle-to-grave call details

Agent Historical Analysis

Report Export Email Report

From: 12/04/2017 00:00 To: 12/09/2017 00:00

Time zone: America/New_York

Time	Num	Name	Avg Speed Ans	Acd Calls	Avg Acd Time	Aband Calls	Avg Aband Time	Avail Time	Extn In Calls	Avg Extn In Time	Extn Out Calls	Avg Extn Out Time	Acw Time	Aux Time	Staffed Time	Held Calls	Avg Hold Time	Other Time
12-4-2017	20101	Agent 20101		0		0		3:19:10	0		0		0:00	0:00	3:18:38	0		0:00
12-4-2017	20102	Agent 20102	0:02	2	0:05	0		3:18:44	0		1	0:07	0:00	0:00	3:18:38	1	0:10	0:03
12-4-2017	20103	Francis Underwood Sr		0		0		3:18:19	0		2	0:20	0:00	0:00	3:18:38	0		0:10

Call Historical Analysis

Report Export Email Report

From: 12/04/2017 00:00 To: 12/05/2017 00:00

Time zone: America/New_York

Call Filters +

Drill from agent report to call report

Is ACD call for agent(s) 20102

Show all records

Update Report

Found 2 calls

Call ID	Direction	Caller	Called	Is Answered	Start Time	End Time	Talk Time	Acd Time	Hold Time
1152651	Internal	20003	20107	Yes	12/04/2017 14:54:57	12/04/2017 14:55:18	0:19	0:11	0:08
1152654	Internal	20003	20102	Yes	12/04/2017 14:55:25	12/04/2017 14:55:44	0:22	0:04	0:10
Summary							0:41	0:15	0:18

Call Historical Analysis

Report Export Email Report

From: 12/01/2017 00:00 To: 12/23/2017 00:00

Time zone: America/New_York

Call Filters +

Is Answered

Dest Agents contains 20102

Show all records

Update Report

Found 5 calls

Call ID	Direction	Caller	Called	Is Answered	Start Time	End Time	Call Duration	Ring Before Ans Time	Talk Time	Hold Time
1166531	Internal	20003	20068	No	12/05/2017 10:38:06	12/05/2017 10:38:13	0:07		0:00	0:00
1171007	Internal	20003	20102	No	12/05/2017 15:16:14	12/05/2017 15:16:21	0:07	0:07	0:00	0:00
1238191	Internal	20003	20102	No	12/18/2017 15:11:43	12/18/2017 15:11:50	0:07	0:06	0:00	0:00
15:11:43 Francis Underwood Sr (20103)@20003 called Agent 20102 ' (20102)@20102 15:11:43 Agent 20102 ' (20102)@20002 received the call through split International Support (7) 15:11:50 20003 left the call 15:11:50 20002 left the call										
1238192	Internal	20003	20102	No	12/18/2017 15:14:36	12/18/2017 15:15:17	0:41	0:31	0:00	0:00
1244359	Internal	20003	20102	No	12/19/2017 09:15:55	12/19/2017 09:15:57	0:02	0:02	0:00	0:00
Summary							1:04	0:46	0:00	0:00

N-Focus AES

Cradle-to-Grave Reporting for Avaya Call Centers

Historical call reports generated with N-Focus AES offer a robust variety of filters that allow users to set their criteria and only be presented with call records of interest.

The image displays four screenshots of the N-Focus AES interface, each showing a 'Call Filters' dropdown menu and a table of call records. The filters are categorized into four groups:

- Group 1:** Participants, Devices, Calls and Durations, Transfers and Conferences. The table shows columns for Call ID, Direction, and Caller.
- Group 2:** Participants, Devices, Calls and Durations, Transfers and Conferences. The table shows columns for Call ID, Direction, and Caller.
- Group 3:** Participants, Devices, Calls and Durations, Transfers and Conferences. The table shows columns for Call ID, Direction, and Caller.
- Group 4:** Participants, Devices, Calls and Durations, Transfers and Conferences. The table shows columns for Call ID, Direction, and Caller.

Each screenshot also includes a 'Show all records' button, an 'Update Report' button, and a 'Showing 100 calls' indicator.

About NetLert

NetLert, a Fresche Solutions brand, is committed to creating a better Avaya call center experience. NetLert strives to ensure that every organization using Avaya call center technology obtains maximum value from their investment by enabling call centers to improve operational decision-making with real-time and historical reporting, available anytime, anywhere, to as many people as needed. With NetLert, you can count on a tool that works as promised and a knowledgeable support team available 24/7 to answer questions.

