



Engagement Analytics for Avaya



**Actionable business intelligence about your
Avaya collaboration ecosystem
anywhere, anytime!**

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About RSI



- ◆ Founded in 1990
- ◆ Collaboration experience management solutions portfolio geared for every enterprise
 - * call accounting, collaboration teams, customer interaction, emergency notification, compliance, security
- ◆ Avaya DevConnect Partner
 - * including current and legacy Avaya communication platforms (red/blue), Zang.io
- ◆ Solutions engineered for premise and cloud deployment
 - * desktop and/or virtual environments, VMWare compliant
- ◆ Tailored for various industry verticals
 - * incl. Healthcare, Hospitality, Finance, Military, Retail, Small Business
 - * 15000+ sites worldwide



Our Mission

Provide intuitive solutions that monitor, measure, and manage the effectiveness of collaboration ecosystems to empower greater productivity for every enterprise!

Integration



Business Collaboration

RSI Collaboration Management Solutions

Premise/Cloud/Managed

Collaboration Analytics Customer Interaction Unified Communication Security & Compliance



A collage of images showcasing RSI collaboration management solutions. It includes a video player with a play button and a 00:15 timer, a dashboard with a pie chart and bar graphs, a hand pointing at a tablet displaying a bar chart, a 'Cradle to Grave - Quick View' table, and an 'Overview' section with a 'Teams' pie chart showing 12 active users. The text 'empower productivity' is overlaid on a black background with a yellow starburst.

Category	Item	Value	
Collaboration Analytics	11	2	7

Category	Item	Value
Teams	Active	12
Teams	Inactive	0

Supported Avaya Platforms



- ◆ Avaya Norstar / BCM
- ◆ Avaya Meridian 1 / CS1000
- ◆ **Avaya IP Office**
- ◆ Avaya Aura Communication Manager
- ◆ Avaya Aura Session Manager



Collaboration *is your business lifeline!*





Shadow CMS Features

- ◆ Over 100 Standard Call Reports
- ◆ Cradle to Grave Call Reporting
- ◆ Agent and Hunt Group Reporting
- ◆ Voicemail Reporting
- ◆ VM Pro Call Recording/Voicemail Playback
- ◆ Real-time Calls (CDR) Dashboard
- ◆ Real-time Agent/Hunt Group Dashboard
- ◆ On-Premise CDR / 911 Alert Notifications
- ◆ Scalable solution supports single and multi-node deployments from 1 to 10,000+ endpoints
- ◆ Compatibility with all premise and cloud based Avaya platforms
- ◆ Available as on-premise solution or as a hosted cloud solution!



All in one solution for **Avaya IP Office!**



Standard Call Reporting

Standard Call Reporting highlights user adoption, project/team management, cost allocation, billing integration, traffic analysis, ad hoc queries



Page 5 of 92

Extension Detail

Report Date Range: 20

Department: ACCOUNTING
 Name: Brooks, Karen
 Extension: 236

Date	Time	Dir	Connected To	Location	Digits
2018/01/02	09:51	Out	T0000082	AMHERST VA	434 946-9434
2018/01/02	09:51	Inc	T0000062	etna ny	607 347-8470
2018/01/02	09:57	Out	T0000082	DURHAM NC	919 544-4423
2018/01/02	10:29	Out	T0000081	SWEDEN	011 46 317543315
2018/01/02	11:14	Out	T0000081	FORT ERIE ON	905 994-4584
2018/01/02	11:34	Out	T0000082	ST LOUIS MO	314 241-8853
2018/01/02	11:40	Out	T0000083	RALEIGH NC	919 821-6468
2018/01/02	11:42	Out	T0000080	UNITED KNGDM	011 44 7776144355
2018/01/02	13:19	Out	T0000082	THORNHILL ON	886-8861
2018/01/02	13:45	Out	T0000080	CINCINNATIOH	513 233-3500



Department SALES

Name	In	Out	Int	Tdm	Total	Dura
Weathers, Abbey (224)	44	85	0	0	129	08:32
Howard, Dee (225)	106	242	0	0	348	19:42
Jones, Steve (226)	37	28	0	0	65	07:08
Crawford, Martha (227)	83	124	0	0	207	1.4 D
	270	479	0	0	749	2.9 D

Report Date: A

Over 100 pre-canned reports

- ◆ Extension Detail
- ◆ Extension Summary
- ◆ Department Summary
- ◆ Authorization Code Detail and Summary
- ◆ Account Code Detail and Summary
- ◆ Chronological
- ◆ Incoming, Outgoing, Internal Calls
- ◆ Watchdog
- ◆ DNIS Detail and Summary
- ◆ Calling Name / Number
- ◆ Area Code Detail / Summary
- ◆ Frequently Dialed Numbers
- ◆ City / State / Country Reports
- ◆ Trunk Detail and Summary
- ◆ Trunk Hourly Usage
- ◆ Concurrent Trunk Usage

+ many derivations using other templates
 custom filters and report builder to
 address specific business needs

Shadow CMS contains over 100 standard reports allowing customers to monitor all telephone usage including internal, incoming and outgoing calls from all endpoints.

Cradle to Grave Reporting

The Cradle to Grave Viewer and Reports allows customer to easily identify all endpoints involved in a call



Call Details	Extension	Number	Start Time	Duration
Incoming	Auto Attendant (500) >> Reception (221) >> Support Queue (283) >> Young, Gary (Mobile) (235)	703 914-3320 (INTERCOM CORP)	2018/01/02 15:46:02	00:13:34
AutoAttendant	Auto Attendant (500)		2018/01/02 15:46:02	00:00:45
Extension	Reception (221)		2018/01/02 15:46:47	00:00:37
Queue	Support Queue (283)		2018/01/02 15:47:24	00:01:32
Agent	Young, Gary (Mobile) (235)		2018/01/02 15:48:56	00:10:40
Incoming	Auto Attendant (500) >> Reception (221) >> Support Queue (283) >> Peterson, Cynthia (247)	314 241-8853 (WDR TELECOM)	2018/01/02 15:43:39	00:13:09
Incoming	Auto Attendant (500) >> Reception (221) >> Support Queue (283) >> Lloyd, Blayne (243)	559 251-3508 (SIMCOE PRINTING)	2018/01/02 15:42:50	00:21:01
Incoming	Auto Attendant (500) >> Reception (221) >> Support Queue (283) >> Lloyd, Blayne (243)	905 430-0120 (JEAN LAURIE)	2018/01/02 15:19:22	00:10:43
Incoming	Auto Attendant (500) >> System Extension (471) >> Reception (221) >> Reception (221) >> Support 360 905-9536 (UNKNOWN)		2018/01/02 15:03:25	00:07:47
Incoming	Auto Attendant (500) >> Simmons, Melissa (248) >> Support Queue (283) >> Reception (221) >> Su	613 937-3796 (HOOPER STATE)	2018/01/02 14:34:03	00:34:35

Cradle to grave view details each end point involved in the call as it travels thru the telephone system. In this example the call is answered by the **Auto Attendant**, transferred to the **Reception**, who in turn transfers the call to the **Support** hunt group/queue where the call is finally answered by the **Agent** (Gary Young).

RSI offers a unique collaboration hub with cradle to grave viewer and reports to accurately track each leg of collaboration activity

Agent & Hunt Group / Queue Reporting

Comprehensive agent and hunt group reports allows customers to monitor customer service levels and agent performance



Page 1 of 1

Queue Hourly Summary All Calls



Entity: 9999
Queue: Support Queue (283)

Hour	Total Calls	Serviced by Agent	Srvcd by Non-Agent	Voice Mail	Abandon Calls	Forward Calls
00:00 to 00:59	0	0	0	0	0	0
01:00 to 01:59	0	0	0	0	0	0
02:00 to 02:59	0	0	0	0	0	0
03:00 to 03:59	0	0	0	0	0	0
04:00 to 04:59	0	0	0	0	0	0
05:00 to 05:59	0	0	0	0	0	0
06:00 to 06:59	0	0	0	0	0	0
07:00 to 07:59	0	0	0	0	0	0
08:00 to 08:59	9	6	1	0	2	0
09:00 to 09:59	26	19	4	0	3	0
10:00 to 10:59	64	27	28	0	9	0
11:00 to 11:59	51	25	19	0	7	0
12:00 to 12:59	35	12	14	0	9	0
13:00 to 13:59	43	14	19	0	10	0



Agent	Queue				Incoming (Non Queue)			
	Calls	Talk Time	Avg Talk	Long Talk	Calls	Talk Time	Avg Talk	Long Talk
Carpenter, Abby (245)	0	00:00:00	00:00:00	00:00:00	64	20:48:06	00:19:30	02:18:06
Collins, Victor (230)	0	00:00:00	00:00:00	00:00:00	61	15:02:21	00:14:48	02:29:06
Crawford, Martha (227)	25	04:04:40	00:09:47	00:41:28	58	15:42:05	00:16:15	01:36:15
Martin, Harold (238)	0	00:00:00	00:00:00	00:00:00	119	11:25:53	00:05:46	00:25:09

Over 25 pre-canned reports

- ◆ Agent Call Detail
- ◆ Agent Summary
- ◆ Agent Daily Summary
- ◆ Agent Call Summary by Queue
- ◆ Login Detail / Summary by Agent
- ◆ Login Detail / Summary by Queue
- ◆ Queue Detail
- ◆ Queue Summary
- ◆ Queue Hourly Summary
- ◆ Queue Daily Summary
- ◆ Queue Abandoned Call Detail
- ◆ Queue Daily Wait Time Bin Summary
- ◆ Cradle to Grave Detail by Agent
- ◆ Cradle to Grave Detail by Queue

+ many derivations using other templates
custom filters and report builder to
address specific business needs

Historical Agent and Hunt Group/Queue Reporting is included as a standard feature with Shadow CMS



Voice Mail Reporting

Voice Mail reporting is included with your Shadow CMS license at no extra cost!



Voice Mail Daily Summary By Extension



Report Date: All

Department: SALES
 Name: Bennett, Eric
 Extension: 251

Date	Messages Received			Voice Mail Acc	
	Count	Duration	AVG Duration	Count	Duration
2017/12/06	1	00:03:14	00:03:14	0	00:00:00
2017/12/10	1	00:02:00	00:02:00	0	00:00:00
2017/12/11	0	00:00:00	*****	1	00:00:35
2017/12/12	2	00:00:08	00:00:04	0	00:00:00
2017/12/17	0	00:00:00	*****	1	00:05:35
2017/12/18	1	00:00:01	00:00:01	0	00:00:00
2017/12/19	1	00:00:24	00:00:24	0	00:00:00
2018/01/02	1	00:00:07	00:00:07	1	00:03:55
	7	00:05:54	00:00:50	3	00:10:05

Voice Mail Detail By Extension

All Calls

RSI - Main Location
 40 King St. Suite 300 Oshawa Ontario

Report Date: All

Print Date: 2018-01-02



Department: SALES
 Name: Bennett, Eric
 Extension: 251

Email: ebennett@telecost.com

Date	Time	Extension	Activity	Number	Duration	Checked	Time to Check
2017/12/06	12:47:38	Bennett, Eric (251)	Received	6365196620	00:03:14	12/11/2017 12:50	5.0 Days
2017/12/10	17:04:52	Bennett, Eric (251)	Received	90526156465	00:02:00	12/11/2017 12:50	19:43:29
2017/12/11	12:50:21	Bennett, Eric (251)	Checked		00:00:35		
2017/12/12	12:15:52	Bennett, Eric (251)	Received	9172286542	00:00:06	12/17/2017 15:01	5.1 Days
2017/12/12	14:16:08	Bennett, Eric (251)	Received	5704342244	00:00:02	12/17/2017 15:01	5.0 Days
2017/12/17	15:01:11	Bennett, Eric (251)	Checked		00:05:35		
2017/12/18	16:32:19	Bennett, Eric (251)	Received	7197548965	00:00:01	01/02/2018 12:50	14
2017/12/19	11:09:43	Bennett, Eric (251)	Received	9056663426	00:00:24	01/02/2018 12:50	
2018/01/02	12:50:24	Bennett, Eric (251)	Checked		00:03:55		
2018/01/02	15:15:49	Bennett, Eric (251)	Received	5198595548	00:00:07		
					00:15:59		

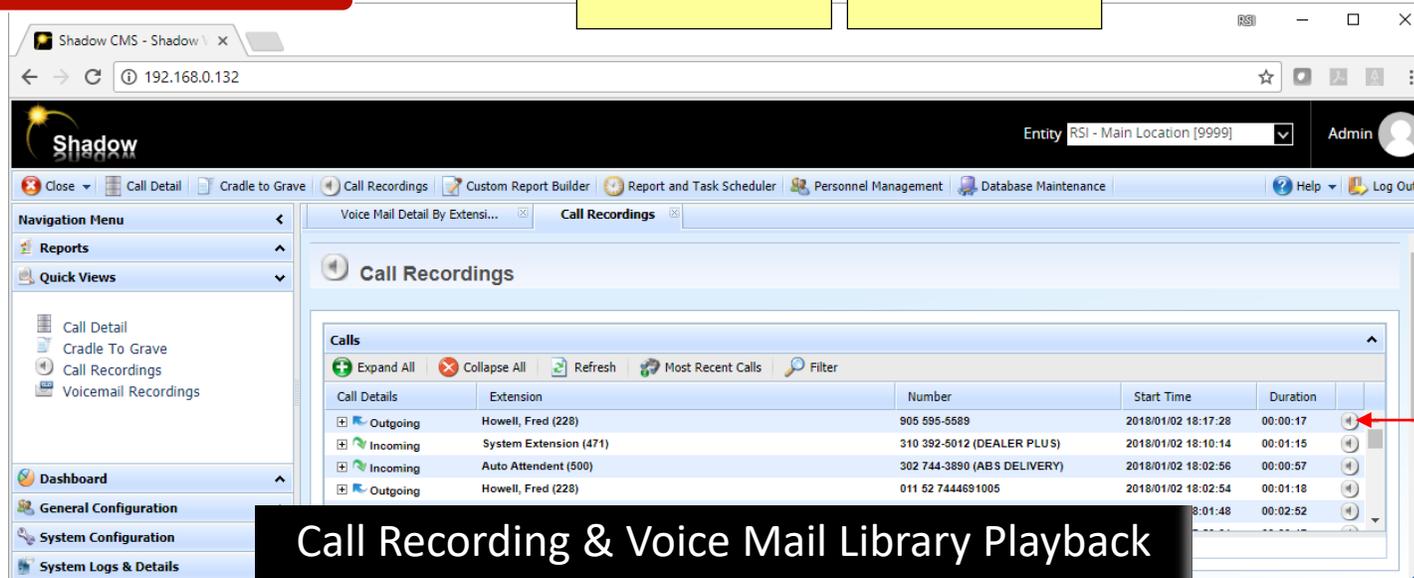
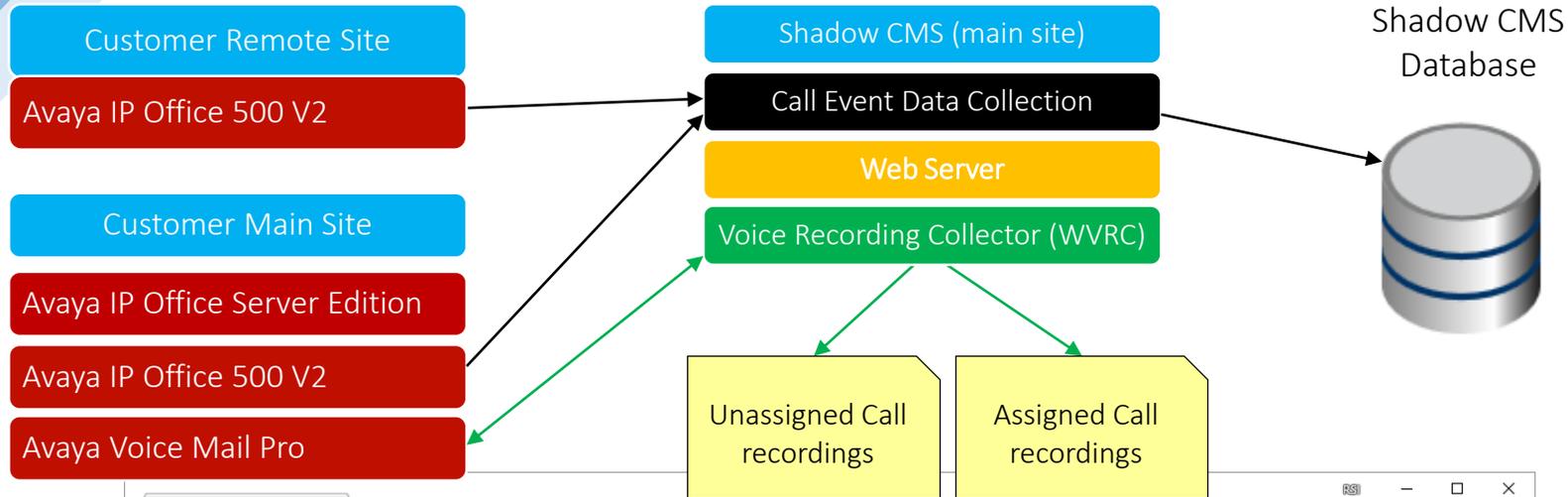
Total Messages Received
 Total Times Checked
 Longest Message W
 Last Checked

Shadow CMS provides both voice mail detail and summary reports highlighting how many calls are transferred to a users voice mail box and how frequently the user is checking their voice mails.

VM Pro Call Recording / Voicemail Playback



Use the Shadow CMS Call Recordings viewer to easily find and play back any call recording or voicemail.



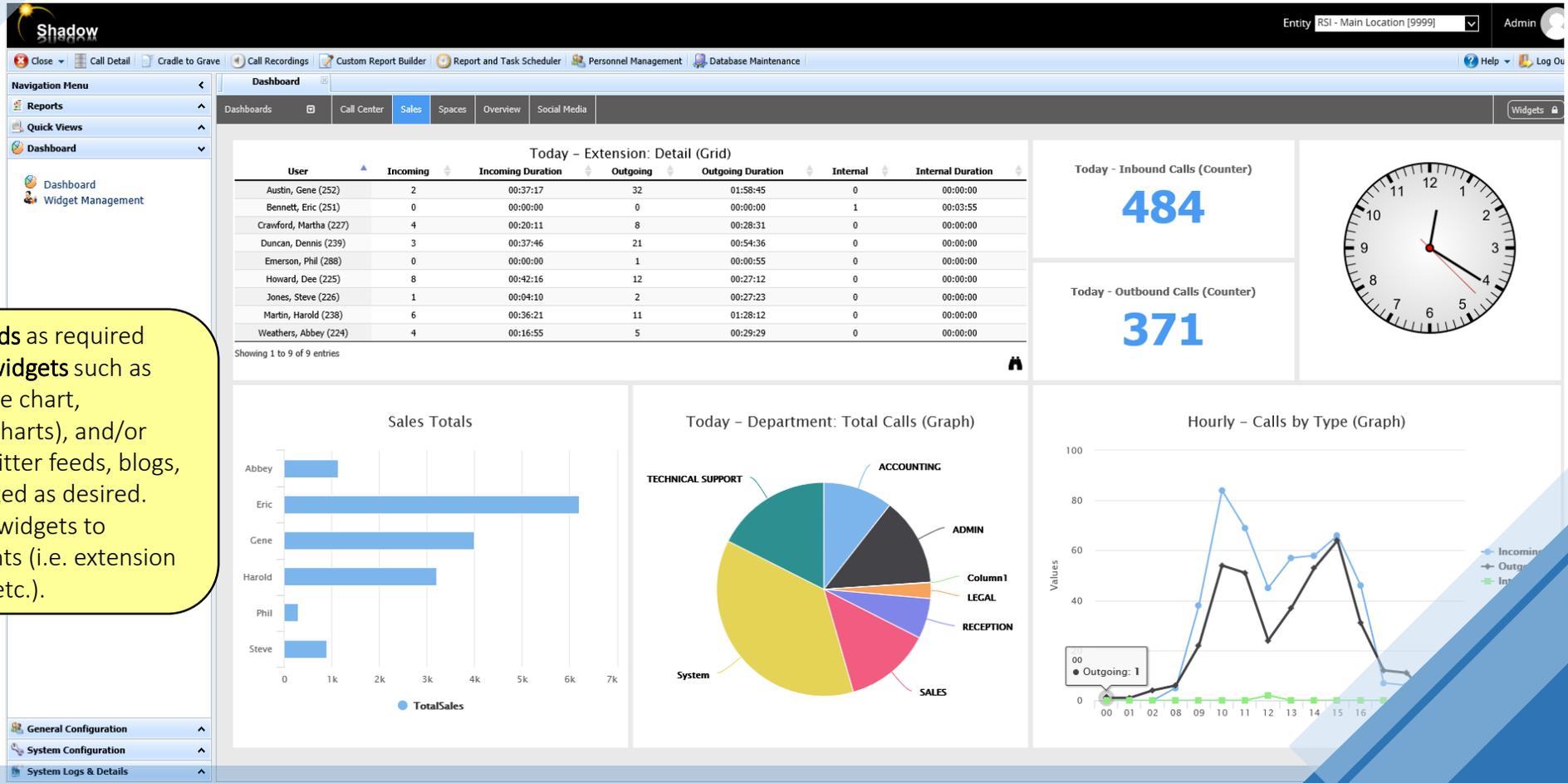
Click the speaker icon to play, download or email the call recording / voicemail.

Call Recording & Voice Mail Library Playback only available with IP Office

Call Analytics (CDR) Dashboard



Shadow CMS built-in CDR dashboard provides real-time metrics on call activity by hour, day, extension and department!



Create as many **dashboards** as required containing user defined **widgets** such as **counters**, **grids**, **graphs** (pie chart, bar/column graphs, line charts), and/or links to webpages (i.e. twitter feeds, blogs, etc). Widgets can be resized as desired. **Triggers** can be added to widgets to identify service level events (i.e. extension with more than 30 calls, etc.).

New embedded Call Analytics (CDR) dashboard **Now Included** within Shadow CMS with no additional licensing.

Agent / Queue Real-Time Dashboard

The Shadow CMS real-time Agent / Hunt Group Dashboard identifies all current call activity within your contact center!



The dashboard displays several key performance indicators and data visualizations:

- Real-time - Queue: Calls Waiting (Counter):** 2
- Real-time - Queue: Longest Call Waiting (Counter):** 00:00:48
- Real-time - Queue: Calls Waiting Summary (Grid):**

Entity	Extension	Name	Calls Waiting	Longest Waiting
9995	282		2	00:00:47
- Real-time - Extension: Detail (Grid):**

Entity	Extension	Name	Call State	Call Duration	Direction	Number	Caller Name	Device Type
9995	222		Connected	00:00:35	Outgoing			Extension
9995	282		Connected	00:00:48	Incoming	9055760000		Queue
9995	282		Connected	00:00:34	Incoming	2896853147		Extension
9995	227		Dialing	00:00:16	Outgoing			Extension
9995	238		Ringing	00:00:04	Incoming	9052619524		Extension
9995	224		Ringing	00:00:03	Incoming	9055762923		Extension
- Real-time - Queue: Calls Waiting Detail (Grid):**

Entity	Extension	Name	WaitTime	CallingNumber	LEVEL_1
9995	282		00:00:48	9055760000	
9995	282		00:00:34	2896853147	
- Hourly - Calls by Type (Graph):** Line chart showing Incoming (blue), Outgoing (black), and Internal (green) calls over a 24-hour period.
- Today - Queue: Call Summary by Queue (Graph):** Bar chart showing call counts for Support Queue (283) categorized by Handled (blue), Overflow (black), Abandoned (green), and Voice Mail (orange).
- Today - Extension: Calls by Type (Graph):** Horizontal bar chart showing call counts for various agents categorized by Incoming (blue), Outgoing (black), and Internal (green).
- Summary Counters:**
 - Today - Queue: Total Calls (Counter): 20
 - Today - Queue: Handled Calls (Counter): 10
 - Today - Queue: Abandoned Calls (Counter): 4
 - Today - Queue: Overflow Calls (Counter): 0
 - Today - Queue: Voice Mail (Counter): 0

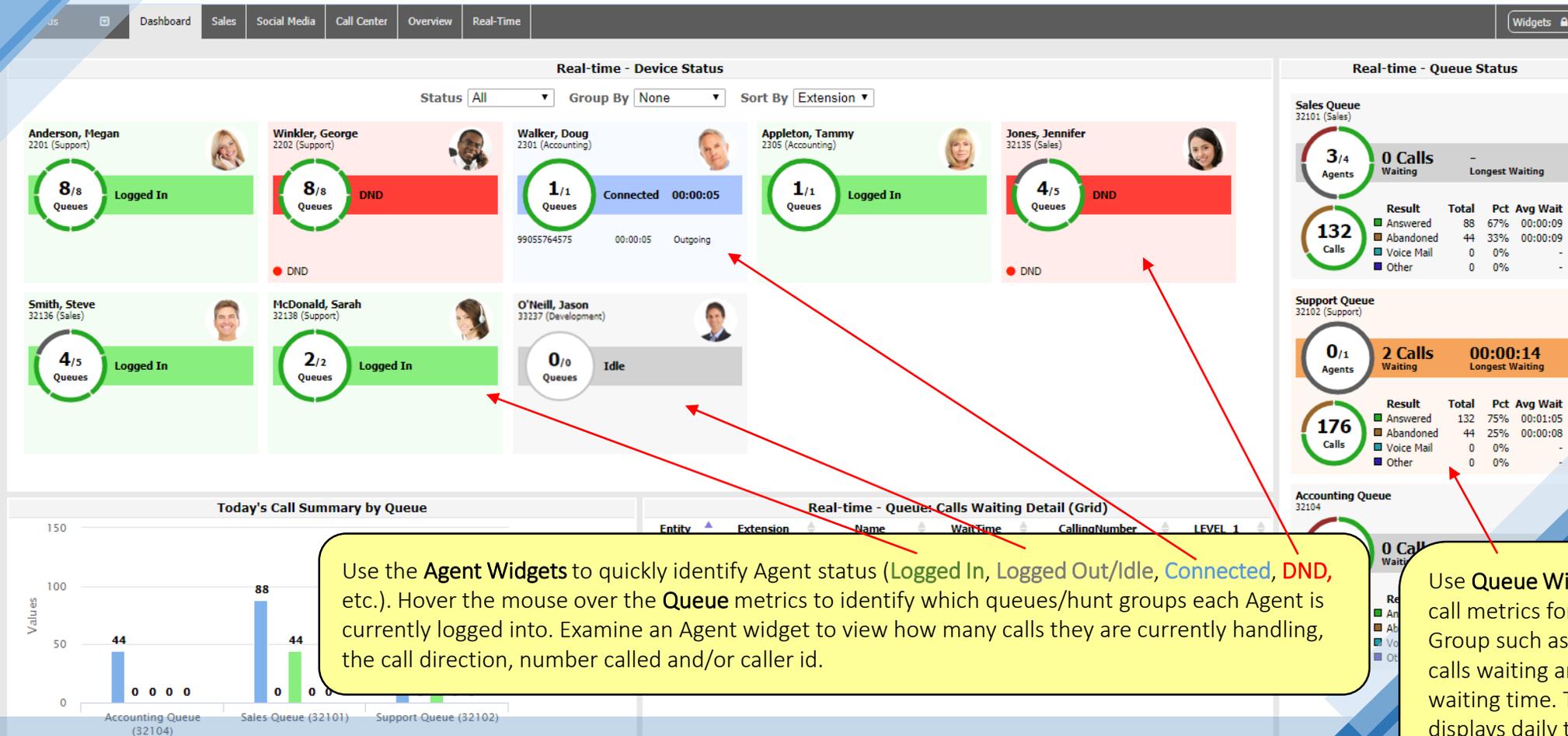
Create Hunt Group and Agent dashboard widgets detailing real-time call center performance and service levels such as **Calls Waiting, Longest Call Waiting, Calls Answered, Calls Abandoned, Agent / Hunt Group current call totals, etc.** Add triggers to identify service level issues such as calls waiting for more than 3 minutes.

New embedded Hunt Group/Queue and Agents Real-Time dashboard **Now Included** within Shadow CMS with no additional licensing for **IP Office** customers.

Agent / Queue Real-Time Dashboard



The Shadow CMS real-time Agent / Hunt Group Dashboard identifies all current call activity within your contact center!



Use the **Agent Widgets** to quickly identify Agent status (Logged In, Logged Out/Idle, Connected, DND, etc.). Hover the mouse over the **Queue** metrics to identify which queues/hunt groups each Agent is currently logged into. Examine an Agent widget to view how many calls they are currently handling, the call direction, number called and/or caller id.

Use **Queue Widgets** to view active call metrics for a Queue/Hunt Group such as number of active calls waiting and longest current waiting time. This widget also displays daily totals for Answered, Abandoned, Voice Mail and Other/Overflow calls.

New embedded Hunt Group/Queue and Agents Real-Time dashboard within Shadow CMS with no additional licensing for **Avaya IPO** customers.

On Premise CDR Alerts / Real-Time 911



CDR Alerts Available on all Platforms

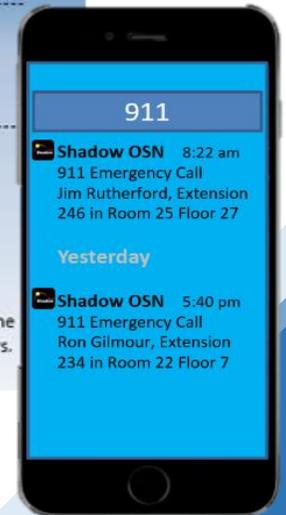
- ◆ Post Call 911/alerts
- ◆ After hours calling
- ◆ International Toll Fraud
- ◆ User specified Conditions



Shadow OSN Emergency Notificatic X
Shadow OSN Emergency Notification Event

Event Date: 2016/02/24 12:29:17
Extension: 32138
Name: Extn32138
Digits: 911

NAME: John Smith
SITE: ABC Company
BUILDING: Main
FLOOR: 3
ROOM: 305
DESCRIPTION: This phone is located in the NW corner of this floor near the elevators.



Real-Time 911/Call Alerts

- ◆ No Additional Cost on IP Office
- ◆ Notifications via Email, Email to SMS, Windows Popup Messages Only
- ◆ Notifications to IOS/Android devices (additional licensing required)

New embedded On-Site Alerts for call activity including is available for all Avaya platforms. Real time notification of **911** calls **Now Available** for Avaya IP Office customers with no additional licensing!

Shadow CMS Features / Licensing Matrix – IP Office



Shadow CMS Feature	Description	IPO 9.x or earlier	IPO 10.x or later
Standard Call Reporting	Includes over 100 standard call reports for internal, incoming, and outgoing call activity for all extensions on your IP Office System	Included	Included
Cradle to Grave Reporting	Adds cradle to grave reporting detailing all endpoints involved in call. For example highlights call being answered by auto attendant, transferred to reception and then transferred to sales extension. Additional licensing required for cloud deployments.	Included	Included
Agent/Hunt Group Reporting	Adds additional reporting for all IP Office agent and hunt groups.	Included	Included
Voice Mail Reporting	Adds additional detail and summary reporting highlighting calls transferred to voice mail and voice mail access by IPO users.	Included	Included
IP Office VMPro Call Recording/Voicemail Playback	Provides integrated retrieval and storage of call recordings including voicemails in Shadow CMS recording library. Shadow CMS Users can playback, email and download any of the recordings. Requires IP Office VM Pro.	Included	Included
Real-Time Dashboards	Adds user definable Real-time dashboard with customized widgets displaying extension, agent and hunt group metrics. Use triggers to send notifications via email, email to SMS, desktop popup messages, etc.	Included	Included
Call / 911 Alerting	Provide real time alerting of any user specified call conditions (i.e. 911/emergency calls, international calls, long calls, etc.). Notifications via email, email to SMS, popup windows.	Included	Included
Multi-node IP Office support	Allows Shadow CMS to capture and report on call activity from additional IP Office nodes.	Additional Licensing	Included *
CTI Link Pro	Is an Avaya CTI Link Pro license required?	No	Yes

* Customer must have an IP Office Server Edition or Small Community Network (SCN) license. Contact RSI for details

Why RSI?



- ◆ RSI offers up-to-date Avaya Compliant, 24/7 supported, affordable, cross-platform total unified communication management solutions available in the enterprise or in the cloud
- ◆ RSI has unrivalled post sales customer support with turnkey installation and training with a track record of excellence of over 25 years
- ◆ RSI provides an all-inclusive Analytics solution with unified communication hub, standard call reporting, cradle-to-grave reporting, historical agent/hunt group/queue reporting, real-time dashboards, 911/emergency onsite notification, custom report builder, voice mail and call recording playback integration.



Post Sales Customer Care



- ◆ Assigned Project Manager ensuring accountability, proper coordination and successful installation
- ◆ Scheduled installation & training performed by RSI technician
- ◆ Post installation customer satisfaction follow up performed by Project Manager
- ◆ 90 day maintenance included in the purchase price of all RSI software
- ◆ Includes unlimited technical support
- ◆ Maintenance is renewable on an annual basis
- ◆ Support Email: support@telecost.com
- ◆ Online Resources: www.telecost.com





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