N-Focus AES

A Fresche Solutions Brand

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

N-Focus AES

1238191 Internal

15:11:43 15:11:43

15:11:50

15:11:50

Summarv

1244359 Internal

20003 20102 No

20003 20102 No

20003 left the call

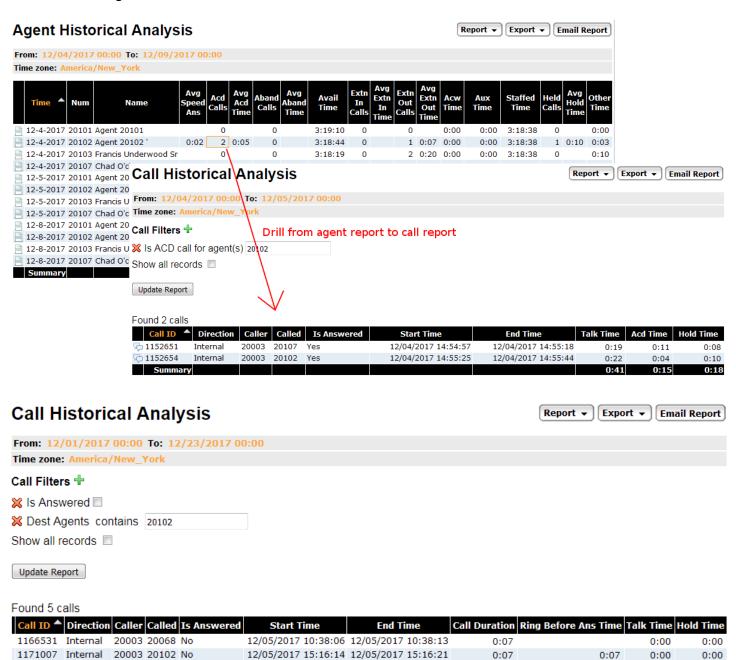
20002 left the call 1238192 Internal 20003 20102 No

Francis Underwood Sr (20103)@20003 called Agent 20102 ' (20102)@20102

Agent 20102 ' (20102)@20002 received the call through split International Support (7)

Cradle-to-Grave Reporting for Avaya Call Centers

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



12/18/2017 15:11:43 12/18/2017 15:11:50

12/18/2017 15:14:36 12/18/2017 15:15:17

12/19/2017 09:15:55 12/19/2017 09:15:57

0:07

0:41

0:02

1:04

0:06

0:31

0:02

0:46

0:00

0:00

0:00

0:00

0:00

0:00

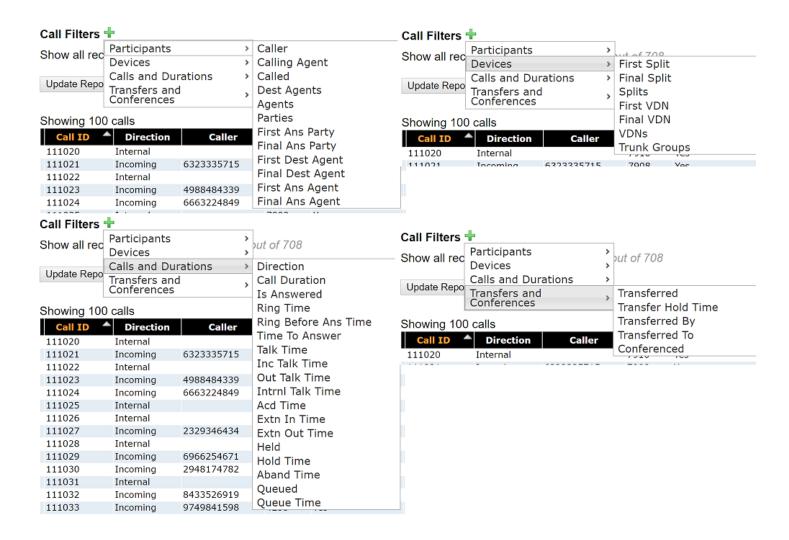
0:00

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.



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.



