

OSCC Analytics v11



Powered by



OSCC Analytics V11

A Trusted Turn-Key Solution for Contact Centers

- ✓ End-to-End Contact Center Analytics For Inbound, Outbound And Blended Environments
- ✓ Self-serve Business Intelligence
- ✓ Cradle-to-Grave Reporting
- ✓ Multi-Source 3rd Party Integrations
- ✓ Advanced Analysis And Break-down Of Data
- ✓ Solution Scales To Over 10,000 Agents, For Sites With Multiple Contact Center Solutions And Locations
- ✓ Supports Tenancy and Full Data Rights



New for V11

Product: MDS Export Scheduler

Export OSCC Data on demand and automate the process. Exported data can be sent directly to a database or CSV file. This product is an add-on to the Supervisor license.

SMART- No Need to Join Several Tables and Understand the Anomalies in the Different Tables for all Different Call Scenarios

TRUSTWORTHY- Validated Data from the Model Including: Math Calculations, Custom Integrations, Rollups, and OSCC Analytics' Custom Facts

FLEXIBLE- Export Only the Data You Want Via Softcom's Data Model

EASY- Just Pick Your Data and Follow Step-by-Step Prompts to Schedule Your Export

EXACT- Schedule Can be Set to the Specific Second, Minute, Hour, Day, Day of Week or Day of Month

MAKE SMARTER DECISIONS

- ✓ Export Agent and Queue Data Then Mix with Back-Office Data For Greater Insight into Your Business
- ✓ Send Data Directly to a Data Lake to Extract Business Value
- ✓ Identify and Act Upon Opportunities for Efficiencies and Growth
- ✓ Great for Small or Large Sites- Scales Based on Number of Active Agents
- ✓ Out-Perform Your Competition!



New for V11

Product: Outbound CMS Dialer Connector

This add-on to the Supervisor license is for customers using the Outbound CMS Dialer. With this product users will have access to outbound specific Dashboards and KPIs out-of-the-box. Additionally, they will have all of the functionality of the Supervisor license including: custom KPIs and dashboards, data exploration, advanced breakdowns, and the ability to mix outbound dialer and OSCC data.

OUTBOUND SUCCESS

- Call Attempts Made, Durations and AVGs at the Individual Call Level
- Retention Time Independent of CMS Dialer
- Ability to Create Compliance Reports for Call Attempts on Individual Phone Numbers
- Analysis such as: Leads vs Campaign, Dialer Efficiency, Quality of Campaign
- Call Attempts Can Be Broken Down By:
 - ANI
 - Campaigns
 - CMS Dialer Call Result
 - CMS Dialer Campaign State
 - CMS Dialer Campaign Type
 - DNIS
 - Queues
 - System Time
 - Aggregate reports by specific call time, 15mins, 30mins, hours, daily

Sample Facts to Report on:

From Call Attempts

- ✓ Total call attempts
- ✓ Average attempts per time frame
- ✓ Duration of call attempt
- ✓ Average time to contact
- ✓ Average attempts to contact

From Campaigns

- ✓ Number of uncalled numbers
- ✓ % called, % uncalled
- ✓ Max call attempts
- ✓ Called 0 times, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10
- ✓ Called N+ times for 1, 2, 3, 4, 5

From Campaign Schedules

- ✓ Campaign duration
- ✓ Start date
- ✓ End date

V11 General Improvements

- ✓ Performance improvements
- ✓ Faster load and return times
- ✓ Advanced breakdown now supports rollup of the time dimension into shifts
- ✓ Can now export all KPIs on a dashboard at once
- ✓ Improvements to chart scaling at smaller sizes
- ✓ *Addresses Log4j vulnerability CVE-2021-45105
- ✓ *Addresses Log4j vulnerability CVE-2021-45046
- ✓ *Addresses Log4j vulnerability CVE-2021-44228

** Installation packages of OSCC Analytics V10R4 after Dec 22, 2021 already have the patches applied.*

*For installations prior to Dec. 22 2021, please refer to the **Knowledge Base Article** in the **Atos Support Portal** for instructions on patching your system.*



OSCC Analytics Product Suite



Life of Call	Enterprise Life of Call	Supervisor	Supervisor Lite	Wallboards	MDS Export Scheduler	Outbound CMS Dialer Connector
<ul style="list-style-type: none"> ✓ Cradle-to Grave Reporting ✓ Visualizes the calls flowing in and out of your contact center ✓ <i>Integration with CMS Voice Recorder</i> 	<ul style="list-style-type: none"> ✓ Enterprise version of Life of Call product ✓ Life of Agent, 360 Notes ✓ <i>Integration with CMS Voice Recorder or ASC Recorder</i> 	<ul style="list-style-type: none"> ✓ Full toolset for contact center supervisor ✓ Includes Dashboards, KPI Builder, Exploratory tools 	<ul style="list-style-type: none"> ✓ Viewer product with Standard KPIs and Dashboards out of the box ✓ Customize your own Dashboards 	<ul style="list-style-type: none"> ✓ Displays KPIs and Dashboards on large screens and Smart TVs ✓ Media Library supports various media types 	<ul style="list-style-type: none"> ✓ <i>New for V11</i> ✓ Add-on to Supervisor product ✓ Easily create schedules and automate the data export process ✓ Export only the data you want to a database or CSV file 	<ul style="list-style-type: none"> ✓ <i>New for V11</i> ✓ Add-on to Supervisor product ✓ Includes Dashboards, KPI Builder, and Exploratory tools for Outbound
<p><i>* Free- one license is included with OSCC. If additional licenses are required, must purchase Enterprise LoC.</i></p>	<p><i>* ASC recorder integration requires additional charge</i></p>		<p><i>* 30-Day Free Trial is included. Customer will need to purchase at end of free period.</i></p>			

Quotes and Annual Support

All Atos quotes for OSCC Analytics require contacting Softcom for guidance to include Annual Support or any additional Services:

Oscar Fava

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Technical Requirements

Software Prerequisites

- Windows 2008 Server R2 or later up to 2022
- MUST install Real-Time SDK to see Real-Time data
- Product MUST be run in Chrome or Firefox. Internet Explorer is not supported.

Which versions of OSCC is OSCC Analytics V11 compatible with?

- OSCC V9 ,V10, V11

Additional Notes

- Additional hardware may be necessary based on customer data retention and usage patterns.
- OSCC Analytics supports High Availability in a warm standby or active environment- 2 servers are required with the minimum configuration. (Customers will provide their own hardware)
- If site requires a Windows operating system you will need to purchase Windows 2012 Std. Edition for each machine deployed.

Installation Guidelines

Hardware Prerequisites (Basic Life of Call- Single user)

*The minimum hardware requirements are:

- CPU -4 cores, 2.5 GHz
- Memory –8 Gbytes
- Network –1 Gigabit Adapter
- Disk –500G (dependent on retention duration)
- Individual usage patterns may require more resources

Hardware Prerequisites (Enterprise Software)

*The minimum hardware requirements are:

- CPU -4 cores, 2.5 GHz or 4, 2.5GHz dedicated vCPUs in a VM environment
- Memory –32 Gbytes
- Network –1 Gigabit Adapter
- Disk –500G (dependent on retention duration)
- Individual usage patterns may require more resources

Accessing the Installation files

• For instructions on accessing the Installation Files please contact:

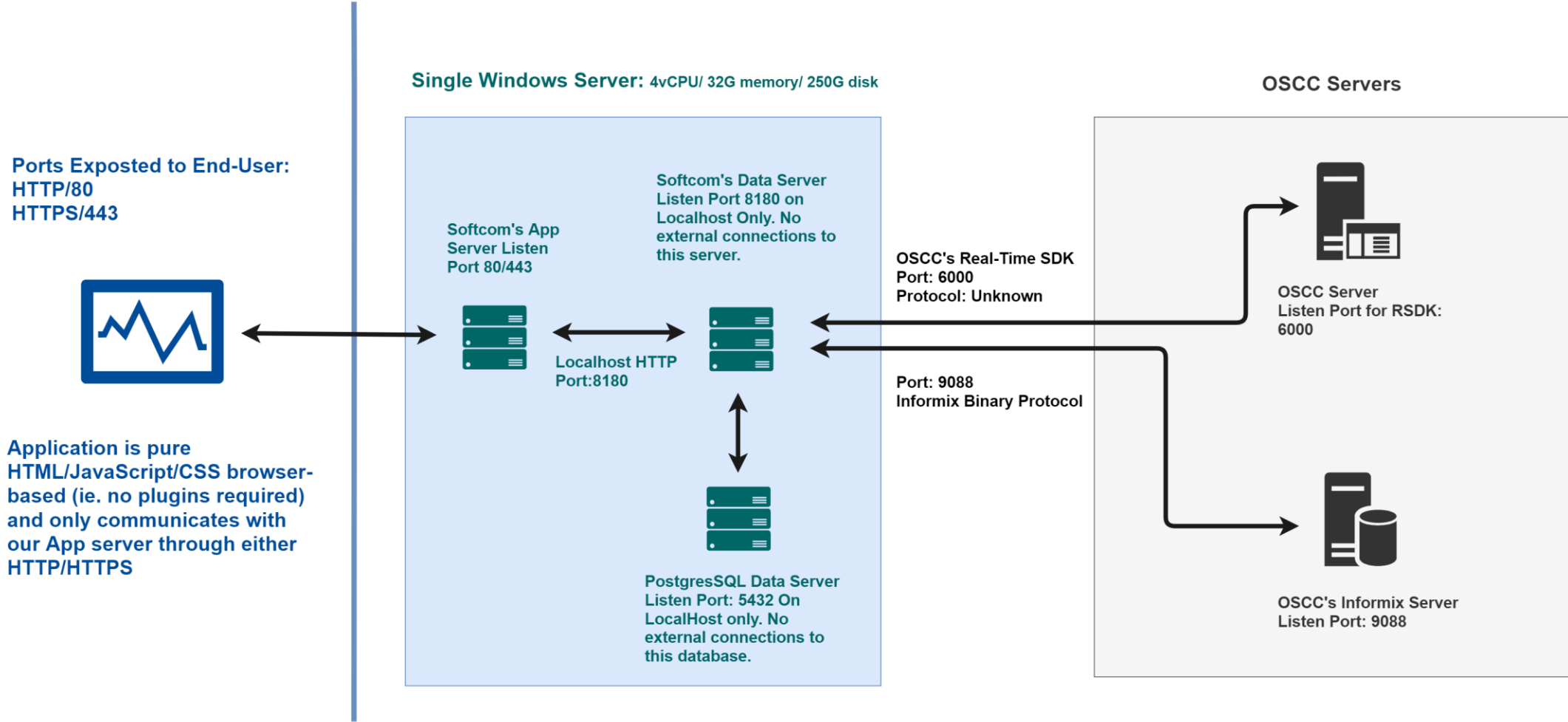
Okeys Ononiwu

okeys.ononiwu@atos.net

* Please contact support@softcomcorp.com for assistance in determining your hardware requirements based on your specific license and product counts

Technical Diagram

Server Side Communications





CALLS IN QUEUE

7 ▶

RECEIVED

50 ▶

ANSWERED

47 94.0% ▶

ABANDONS

3 6.0% ▶

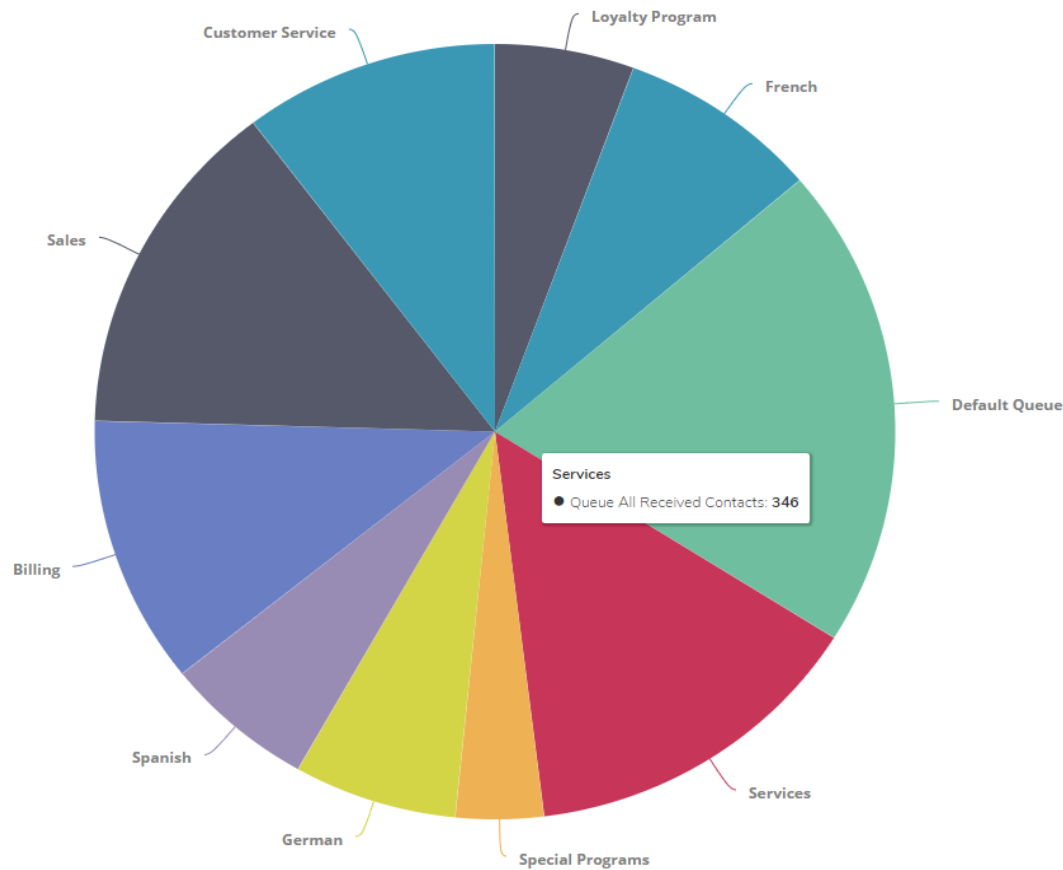
AVG TIME IN QUEUE

0:16 ▶

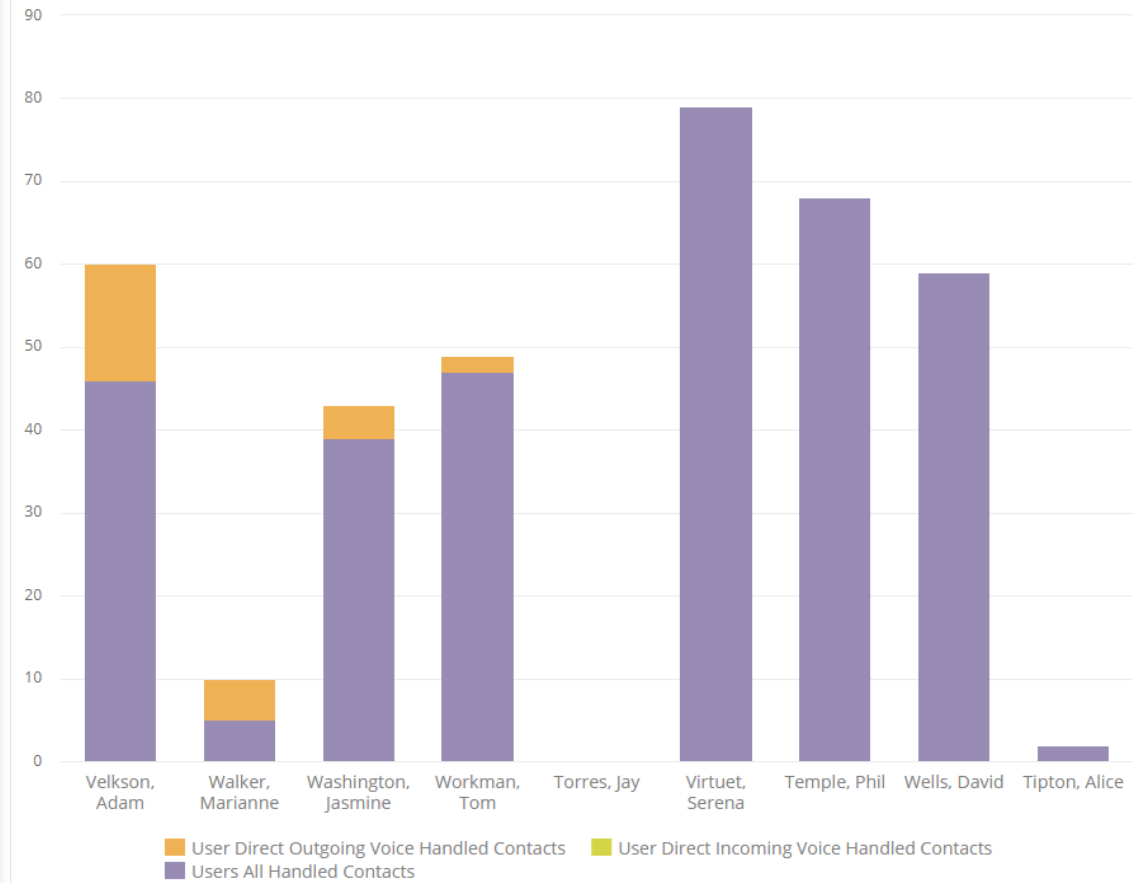
AVG RING TIME

0:11 ▶

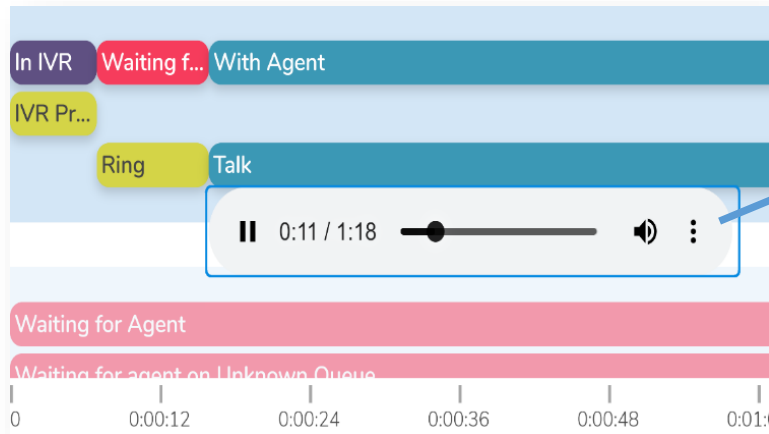
TOTAL RECEIVED CALLS BY QUEUE



HANDLED CONTACTS



AGENT STATE REAL TIME				AGENT LOGON TIME		
Agents	RT Agent Presence	RT Agent Routing State Reason	RT Agent Time in ...	Agents	User 1st Logon	User Logged On Total Time
Akers, Dawn	Busy	Reason for Work	0:40:54	Schreiber, Kelly	3: 53 PM	1:02:38
Arbor, Malinda	Active	None	1:03:53	Jonson, Crystal	3: 53 PM	0:50:20
Atkinson, Mathew	Active	Reason for Work	1:17:43	Swirts, Callista	3: 53 PM	1:53:46
Bailey, Carole	Active	None	0:05:05	Schmidt, Jill	3: 53 PM	2:10:12
Ballston, Tom	Active	None	0:01:26	Crossly, Brandon	3: 53 PM	0:32:22
Barton, Darrell	Idle	None	0:23:37	Grant, Michael	3: 53 PM	2:00:44
Bayless, Robert	Busy	Reason for Work	1:01:43	Guerrero, Spencer	3: 53 PM	1:29:47
Bloxham, James	Idle	None	0:00:26	Jones, Norman	3: 53 PM	1:45:58
Bobb, Billie-Jo	Idle	None	0:10:40	Norton, Shawn	3: 53 PM	1:37:28
Boyle, Charles	Idle	Reason for Unavailable	0:05:43	Rappston, Tarah	3: 53 PM	3:18:48
Brown, Shawn	Busy	Reason for Work	0:07:37	McComas, Kaitlyn	3: 53 PM	2:51:01
Casper, Joe	Busy	Reason for Work	0:50:52	Farmer, Gerry	3: 53 PM	1:29:21
Chan, Erica	Busy	Reason for Work	8:37:29	McDonald, Kori	3: 53 PM	2:34:11
Cook, Dwayne	Busy	Reason for Work	2:54:54	Collins, Christopher	3: 53 PM	1:00:30
Demint, Jarod	Idle	Reason for Unavailable	0:00:25	Bass, Keith	3: 53 PM	2:03:34
Dillon, Danny	Idle	None	0:13:09	Ramos, Yvette	3: 53 PM	1:51:35
Dupont, Cheryl	Idle	None	0:23:37	Vulpe, Alexei	3: 53 PM	1:52:15
Ekenbargher, Jalen	Active	None	0:07:09	Kirche, Christie	3: 53 PM	0:36:04
Fairbanks, David	Idle	None	0:06:49	Braser, Kim	3: 53 PM	1:06:01
Fall, Hannah	Idle	None	0:06:35	Ekenbargher, Jalen	3: 53 PM	1:44:16



Audio playback from call trace

