

Shadow^{CMS}

All-In-One Analytics
for Avaya IP Office

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*measure, monitor, manage...
empower productivity!*



Shadow CMS All-In-One Analytics for Avaya IP Office offers a premise or cloud based solution for capturing, processing, reporting and archiving transactions across all Avaya IP Office configurations including single and multi-node deployments. Organizations now have complete visibility across the entire spectrum of a corporate collaboration ecosystem.

Communication managers require a robust solution that encompasses all communications to make proper business decisions and ensure the health of their business lifeline. Valuable metrics can be centralized and used to identify network bottlenecks, detect system hacks, curb misuse and abuse, deliver emergency notifications, improve customer experience, meet regulatory compliance and empower productivity.



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Call Accounting
Cradle To Grave Analysis
Real Time Dashboards
Call Center Reporting
Voice Mail Metrics
Call Recording Playback
Emergency Notification
more...

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Network performance is critical in a call center, emergency dispatch service, hospitality, government, health care, retail, finance or any other business. Shadow CMS All-In-One Analytics for Avaya IP Office offers several powerful modules in one application including call accounting, call center reporting, real time dashboards, call recording playback and on premise emergency notification. Communication managers can derive statistics for grade of service, agent performance, voice mail activity and trunk usage. Important or emergency notifications can be delivered to agile communication managers via email, desktop notification or a mobile device.

Many organizations struggle with workforce management and productivity. Shadow CMS provides cradle to grave management reports which highlight long duration, excessive cost and misdialed calls. Each call may be pinpointed to a particular agent, extension, voice mail box, hunt group or endpoint. Shadow CMS provides detailed telephone charges reports, which highlight usage practices.

Critical communication logs from multiple sources can be consolidated for comprehensive analysis or to meet regulatory compliance standards.

Professional services firms often face the tedious task of allocating communications expenses to customer account files. Shadow CMS can itemize expenses via corporate levels, account code, project or authorization code reports. These results can be automatically directed to accounting systems, spreadsheets, email and a variety of other formats. The entire solution can reside within the enterprise or the cloud. For the agile communication manager, critical insights can be delivered directly to mobile devices.

Curb misuse and abuse
helping to lower costs, identify fraudulent network usage and increase adoption of collaboration systems

Highlight quality of experience
allowing for workforce, training and network adjustments that can result in more efficient communications and lower communication costs.

Monitor agents in real-time and improve customer interaction
enabling administrators to highlight bottlenecks and overflows as well as track response times which can result in a more dynamic and effective communication ecosystem.

Enhance public safety in case of emergencies
by providing corporate officials and first responders with critical on premise location information.



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