

# SimpliView Reporting

## Product Brief

SimpliView Reporting, an enhancement to Avaya Contact Center Express, is a browser-based interface that provides easy-to-use reporting access to the contact record details stored in the Avaya Contact Center Express database. SimpliView provides the Contact Center management team with the ability to search for a specific or a range of specific contact records across all channels supported by Avaya Contact Center Express – voice, email, outbound, chat – drill down to a specific contact and/or print and email the results.



## SimpliView Example

The image displays three overlapping screenshots of the SimpliView web application interface. The top-left screenshot shows the main search page with a search criteria panel on the left and a search results table. The top-right screenshot shows the 'Email Detail Search Results' page, displaying a list of search results with columns for 'Email Detail', 'Con Detail', 'Direction', and 'RefSource'. The bottom-right screenshot shows the 'Drill-Down Details' page for a specific contact, including contact information and a detailed activity log table.

Date/Time	Action	Agent	Suspend To Date/Time	Suspend/Reserve
2/6/2009 4:43:13PM	CHATMSG	NA	NA	NA
2/6/2009 4:47:14PM	Outcast	NA	NA	NA
2/6/2009 4:47:38PM	Delivered	22030	NA	NA
2/6/2009 4:47:42PM	Established	22030	NA	NA
2/6/2009 4:47:53PM	Suspended	22030	2/7/2009 4:47:47PM	NA
2/7/2009 4:47:49PM	Outcast	NA	NA	NA
2/6/2009 10:00:05AM	Delivered	22030	NA	NA
2/6/2009 10:00:13AM	Established	22030	NA	NA
2/6/2009 10:01:12AM	Suspended	22030	2/12/2009 10:01:05AM	NA
2/12/2009 10:01:05AM	Outcast	NA	NA	NA
2/12/2009 4:50:24PM	Delivered	22030	NA	NA
2/12/2009 4:50:30PM	Established	22030	NA	NA

# Features

- Voice Queries
  - Find a specific customer's experience based upon ANI or CED
  - Find a specific agent's handling of a call
  - Find excessive transfers, held calls, released calls, etc.
- Email Real-Time, Email Summary & Email Distribution Queries
- Email/Chat/Preview (outbound) Detail Search
  - Drill down to view specific media content
  - View entire conversation thread
- Full Text Indexing & Search
  - Based on Keywords in Email Subject Line, Body, From & To Address
  - Based on Keywords in Chat Conversation
- Easy-to-use Browser-based Interface with Date Selection
- Enhancement to CMS or BCMR - Uses CCE Database

## requirements

- Avaya Contact Center Express 3.0 or higher
- IIS and .NET Framework 2.0 or higher
- Avaya Media Server requirements: UCID enabled; UCID to ASAI = Y
- Microsoft SQL Server 2005 used as database for Avaya Contact Center Express – strongly recommended

## about us

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