



VPI PERFORMANCE™

Real-time Reporting and Performance Management for Cisco Unified Contact Center Express



Overview

VPI, a dedicated Cisco Solution Developer Partner, has fully integrated its award-winning **VPI PERFORMANCE** real-time reporting and performance management software with Cisco's UCC Express platform (versions 5.x, 6.x, 7.x and 8.0). **VPI PERFORMANCE** consolidates and presents real-time information to empower contact center managers, supervisors and agents to make better, quicker decisions with actionable, targeted performance and business intelligence.

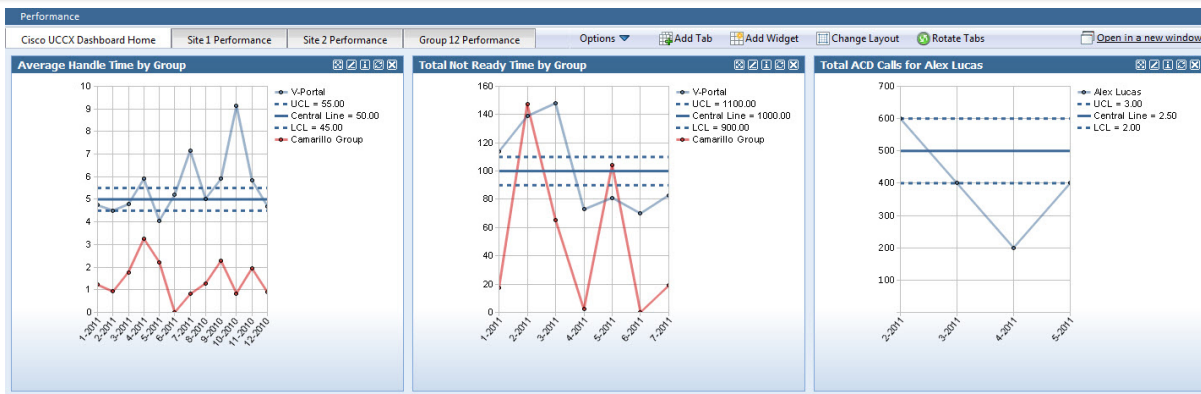
"VPI's real-time reports and desktop tickers help drive performance and enable agents and managers to be proactive - to actively identify, intervene, and optimize rather than wait and react."

- Seema Lall, Senior Analyst, Frost & Sullivan

Business Benefits and Impact

- **Collect, consolidate and present real-time and historical performance information** from Cisco UCCX and optionally from other VPI modules (Quality, Coaching) and business systems (CRM, ERP, WFM, etc.) in a timely and relevant manner for each user.
- **Report on multiple teams across multiple queues and multiple UCCX systems.**
- **No limit on historical reporting timeframe** – report across long periods of time.
- **Flexible grouping structures form to your evolving environment**, not the other way around.
- **Easily create custom KPI calculations for use in reports based on UCCX data** – no need to rely on raw data alone.
- **Off-load the burden on your UCCX server** – all reporting is performed within **VPI PERFORMANCE**.
- **Maximize performance and accountability** by delivering information to the desktops of managers and agents in several integrated ways. Included are 20 reports, over 50 metrics for use in customizable scorecards and tickers, and a messaging and alerting capability.
- **Identify and promptly correct performance gaps** through targeted alerts, notifications and optional E-Coaching.

	You:	# In Calls	Avg In Talk	Avg ACW	Avg Handle	Avg Hold	# Out Calls	Avg Out Talk	Staffed Time	Total NR	NR %	Current Status	MAIN
Your Name	MTD	999	99:99:99	99:99:99	99:99:99	99:99:99	999	99:99:99	99:99:99	99:99:99	99.9%	Talk	SKILLS
	Message Area	999	99:99:99	99:99:99	99:99:99	99:99:99	999	99:99:99	99:99:99	99:99:99	99.9%	99:99:99	QA



VPI's customizable Desktop Tickers (top) and Web-based Dashboards (bottom) deliver valuable metrics from Cisco UCCX and automated notifications and alerts to the desktops of agents, supervisors and managers to enable more timely and more accurate decision making.

Out-of-Box Cisco UCCX Metrics for Use in Real Time Tickers and Scorecards

Current Status Metrics	Agent Group Metrics			Queue Metrics
# of Agents	Availability	Avg Work Time	Total Hold Calls	Avg Speed of Answer
# of Agents Available	Avg ACD Handle Time	Avg Work Time	Total Inbound Calls	Avg Queue Time
# of Agents Logged In	Avg ACD Talk Time	Calls Handled %	Total Logged In Time	Avg Time to Abandon
# of Agents Reserved	Avg Calls Per Hour	Longest ACD Call Time	Total No Answer Calls	Longest Queue Time
# of Agents Talking	Avg Handle Time	Longest Hold Time	Total Not Ready Time	Longest Time to Abandon
# of Agents Unavailable	Avg Hold Time	Longest Inbound Non ACD Call Time	Total Outbound Calls	Service Level
# of Agents Working	Avg Inbound Talk Time	Longest Outbound Call Time	Total Ready Time	Total Calls Abandoned
# of Calls Waiting	Avg Logged In Time	Occupancy	Total Talk Time	Total Calls Handled
	Avg Not Ready Time	Productivity	Total Transfer Out Calls	Total Calls Handled w/in Service Level
	Avg Outbound Talk Time	Status as of	Total Work Time	Total Calls Presented
	Avg Ready Time	# of Total ACD Calls	Unavailability	
	Avg Talk Time	# of Total Calls	Utilization	

Consolidated Reports

VPI PERFORMANCE Reports deliver vital performance information and highlight where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance metrics, consolidated across multiple systems and sites, which may include virtual contact centers, and outsourced and remote agents. VPI provides **20 standard real-time reports** for Cisco UCC Express. These web-based reports allow you to drill through the detailed data so you can quickly identify the root cause of problems or successes. The reporting framework in **VPI PERFORMANCE** provides a number of standard features, including:

Group	Days Agents	Avg Logged In Time	Calls Presented	Calls Handled	Percent Handled	Avg Handle Time	Avg Talk Time	Max Talk Time	Hold Calls	Avg Hold Time	Max Hold Time	Avg Work Time
Collections	121	2 7:40:50	911	875	96.0%	0:16:05	0:15:40	2:05:19	160	0:01:37	0:17:49	0:00:07
Master	118	2 7:28:02	489	469	95.9%	0:15:49	0:15:24	2:05:19	81	0:01:36	0:17:49	0:00:07
Credit & Collections	45	2 6:22:13	67	63	94.0%	0:11:56	0:11:46	2:05:19	2	0:00:11	0:00:18	0:00:09
Wichita	45	2 6:22:13	67	63	94.0%	0:11:56	0:11:46	2:05:19	2	0:00:11	0:00:18	0:00:09
Team 96	45	2 6:22:13	67	63	94.0%	0:11:56	0:11:46	2:05:19	2	0:00:11	0:00:18	0:00:09
Customer Care	50	2 7:29:43	223	214	96.0%	0:12:56	0:12:42	2:51:19	18	0:00:50	0:04:29	0:00:09
Sales	111	3 8:31:50	600	579	96.5%	0:16:06	0:15:43	2:51:19	97	0:01:29	0:17:49	0:00:07
Eastern Region	75	2 8:10:50	433	417	96.3%	0:16:45	0:16:19	2:05:19	80	0:01:37	0:17:49	0:00:07
Western Region	75	2 8:10:50	433	417	96.3%	0:16:45	0:16:19	2:05:19	80	0:01:37	0:17:49	0:00:07
VPI	207	2 7:12:05	1302	1228	94.3%	0:16:49	0:16:06	4:09:14	205	0:03:30	6:33:08	0:00:08
VPI Customer Service	207	2 7:00:36	1135	1066	93.9%	0:17:11	0:16:24	4:09:14	188	0:03:44	6:33:08	0:00:07
VPI Internal Support	35	1 8:41:52	75	75	94.9%	0:28:42	0:28:01	3:00:24	13	0:03:26	0:09:09	0:00:05
VPI Support	202	2 6:50:07	1056	991	93.8%	0:16:19	0:15:31	4:09:14	175	0:03:45	6:33:08	0:00:08
TSG	208	5 8:09:05	2369	2264	95.6%	0:19:02	0:18:29	4:09:14	399	0:02:20	6:33:08	0:00:08
Customer Service	208	5 8:09:05	2369	2264	95.6%	0:19:02	0:18:29	4:09:14	399	0:02:20	6:33:08	0:00:08
Tech Support	208	5 8:09:05	2369	2264	95.6%	0:19:02	0:18:29	4:09:14	399	0:02:20	6:33:08	0:00:08

- Web browser-based reporting
- Real-time auto-refresh
- Drill-through via hyperlinks
- Printable views and export to Microsoft Excel
- Group security model to limit access to user-based data
- User-selectable date ranges with quick access to common periods such as today, yesterday, this week, last week, this month, last month
- Supports single & multi-group memberships; reflects historical group memberships

Out-of-Box Real Time Reports For Cisco UCC Express

Group and Agent Reports

ACD Call Performance	Summarizes agent ACD call performance metrics.
Agent Performance Summary	Provides common contact center agent performance metrics.
Call Summary	Summarizes call activity and call handle times for calls by call type.
Agent Status	Summarizes the current state of users.
Not Ready Reason Summary	Summarizes time spent in the Not Ready state.
State Summary	Summarizes time spent Logged In, Not Ready, Ready, Reserved, Talk and Work states.

Queue Reports

Queue Activity Summary	Presents per queue call activity analysis.
Queue Status	Lists real-time queue status.
Service Level	Presents per queue service level and abandonment analysis.
Queue Group Activity Summary	Presents per queue call activity analysis group by telephony groups defined in VPI's V-Portal.
Queue Groups Service Level	Presents per queue service level and abandonment analysis by telephony groups defined in VPI's V-Portal.
Queue List	Lists the queues providing data to VPI PERFORMANCE.

Interval and Date Reports

ACD Call Performance	Presents agent ACD call data summarized by time interval, day, week and month.
Agent Performance Summary	Provides common contact center agent performance metrics by time.
Call Summary	Summarizes call activity and handle times summarized by time interval, day, week and month.
Service Activity Summary	Presents call activity analysis by time interval, day, week and month.
State Summary	Presents agent state data summarized by time interval, day, week and month.
Service Level	Presents service level and abandonment analysis by time interval, day, week and month.
Not Ready Reason Summary	Summarizes time spent in the Not Ready state summarized by time interval, day, week and month.

Application Reports

ACD Call Performance	Presents agent ACD call data summarized by time interval, day, week and month.
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Messaging and Alerts

VPI PERFORMANCE Messaging enables you to send and track timely messages, immediately or via business rules, to the desktops of single or multiple agents.

Priority	Display From	Message	From	Acknowledged
	6/13/2008 12:00:00 AM	Expecting high call volumes today from new prom...	Don Reith	Acknowledge
	11/21/2007 12:00:00 AM	Dont forget to clock out for your lunch breaks!...	VPI Demo	Acknowledge
!	9/21/2007 12:00:00 AM	This week's company news!!	VPI Demo	1/26/2009 9:07:00 AM

"I don't know of any other product that can **real time** kick an agent in the butt and say hey, we need you on the phone."

-Bruce Allison
Operations Mgr., House Values

Scorecards

VPI PERFORMANCE Scorecards empower employees to improve by presenting up-to-the-minute statistics that indicate how they are tracking to their performance goals. **VPI PERFORMANCE** comes standard with two Web-based scorecards – one for agents and one for managers. Scorecards are easily accessible from the dashboard and deliver a customizable, KPI-centric view of both current and past performance results. VPI makes it easy to add additional, custom scorecards and additional KPIs to scorecards without the need for IT involvement.

Metric	Agent Target	Agent Result	Group Target	Group Result
UCCX Agent Average Handle Time	0:04:00	0:03:42	0:04:00	0:04:08
UCCX Agent Average Hold Time	0:00:30	0:00:21	0:00:30	0:00:37
UCCX Agent Average Inbound Talk Time	0:05:00	0:04:39	0:05:00	0:05:58
UCCX Agent Average Outbound Talk Time	0:01:30	0:01:12	0:01:30	0:01:24
UCCX Agent Inbound Calls	45	38	540	462
UCCX Agent Not Ready Percentage	10.00%	7.28%	10.00%	13.39%
UCCX Agent Not Ready Time	0:15:00	0:12:11	3:00:00	3:29:43
UCCX Agent Outbound Calls	20	22	240	219
UCCX Agent Staffed Time	7:30:00	7:23:26	90:00:00	83:85:21

“We can measure anything that we track...VPI PERFORMANCE can capture that data and deliver the information to whomever you authorize to receive it.”

- Lou Orsl, Vice President
1-800-Flowers.com

Scorecards inform agents and managers in real-time how they are performing in relation to goals and others.

Features and Specifications

Feature	Supported
Number of UCC Express systems supported	Unlimited
Number of users supported	Unlimited (limited only by UCC Express)
Real time data update	5 second or more, user configurable
Historical data retention period	Unlimited, user configurable
Historical data upload	Yes (limited by data available in Cisco UCC Express)
Selective agent data collection	Yes
Agents group hierarchy	Supported up to 32 levels
Agent and group based data security and access	Yes
Agent Evaluations metrics available	Yes
Standard ACD metrics	Over 50
Custom ACD KPIs	Unlimited (User defined)
Customer systems specific KPIs	Unlimited (requires professional services)
Standard out-of-box scorecards	2 (one for each - agent and manager)
Customizable scorecards	Unlimited (User defined)
Customizable desktop tickers	Unlimited (User defined)
Customizable dashboards	Yes
Standard out-of-box reports	20
Integrated Messaging	Yes

Additional data collectors, metrics, reports and scorecards will be provided upon request, under professional services.

Requirements

VPI customers must supply VPI with a login to their Cisco UCCX system.

Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,500 customers in 50 countries.