

QPC MIG

management information solution

Provide comprehensive management information, reporting and data for your wall boards, performance and workforce management systems from your ACDs, multimedia contact routing frameworks and back office workflows to make your contact centre more efficient and effective

The QPC Management Information Gateway (MIG) and optional reporting system are powerful data provision and reporting systems for organisations using popular voice and multimedia ACDs like Avaya, Nortel and Aspect as well as the Cisco or Genesys contact routing frameworks. Using the QPC Back Office Toolkit, and custom built connectors, the MIG can also work with any application within a back office workflow as well as popular CRM systems.

About the Management Information Gateway (MIG)

The MIG works by assembling CTI and back office event level data, agent-skill profiles and real-time state feeds from every point within your contact management and back office infrastructure through input connectors. This input data is then normalised and stored to create a well structured comprehensive data resource. Using output connectors, that calculate, transform and present data, the exact information that you require can then be passed to the MIG's historical reporting module or third party applications such as Business Intelligence (BI), workforce management performance management or wall boards. In addition to providing historical information the MIG can also handle real-time data, through input and output connectors, quickly processing and re-presenting it in a format suitable for the MIG's real-time reporting module or client applications such as workforce management.

Management information from complex and legacy systems

Many complex contact routing and back office environments have been built up over time and feature ACD, IVR, contact routing frameworks and applications from many different vendors across many different sites. Although each application has its own

reporting it is often difficult to see contacts from the moment they arrive to the moment they are handled as they cross between many systems that all report in an uncoordinated way. Because the MIG collects data from every point within your contact routing environment it can be used as a single point of management information access allowing you to make the most of your existing IT investments and avoid unnecessary expenditure on making equipment part of expensive frameworks or complete replacements.

Better information

Frequently contact centres are constrained by the management information summaries provided by the contact routing and back office applications they choose. For example 'handle time' within an ACD may be defined as the sum of 'inbound call time', a related 'outbound call time' and 'wrap time'. But, for a contact routing framework, 'handle time' may be defined as 'inbound call length' and 'wrap time' only. Because both systems provide summarised data there is no convenient way of using your definition of 'handle time' that may be important for both management information for performance and third party workforce management applications. With the MIG you are free to choose what event level data is used to compute management information summaries so you can create your own definitions that meet your particular business needs. You can also apply this consistently across all of your estate. What's more you are free to choose how often reports are generated, from minutes to hours, so you get information at intervals that suit you.

Multi tenant applications

Because of the event level capture and flexible way in which the MIG handles generating real-time and historical information it can provide

MIG benefits

- Accurate and consistent information to improve management information, performance management and workforce management
- Prolongs the life of existing IT investments that have limited or disintegrated reporting
- Reduces cost of operation by removing unnecessary manual management information consolidation
- Allows multi tenant reporting from complex multisite / multi ACD and contact routing framework estates even if tenants are not supported by applications own reports
- Low cost of implementation
- Robust and reliable architecture used by some of the world's largest contact centres for over 10 years
- Provide consolidated management information from across your multi-site heterogeneous voice, multimedia and back office estate



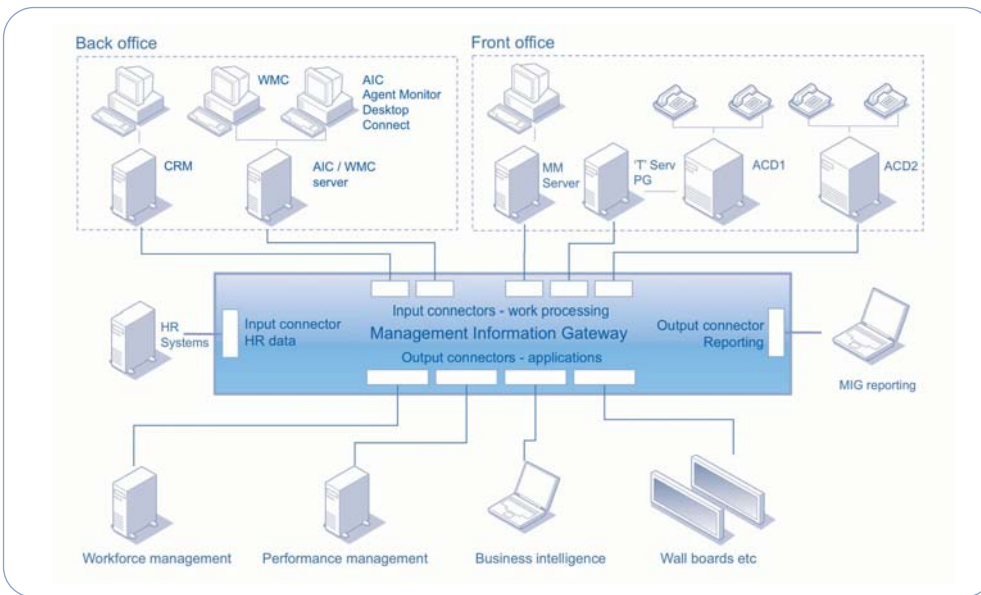


Diagram 1 The MIG can provide accurate information from your heterogeneous estate

the precise data and reporting each tenant on a shared ACD or contact routing infrastructure requires, even if the reporting associated with these systems cannot support multiple tenants. The MIG can also easily cope with the problem of many tenants using complex shared contact routing infrastructures, involving multiple frameworks, ACDs and IVRs, providing only the information relevant to each customer.

For more information on how the MIG will benefit your contact centre, or to arrange a demonstration, contact us,

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MIG features

- Optional historical and real-time reporting modules can be configured to meet your exact requirements
- Fast and easy to deploy
- Range of input connectors for popular ACDs and contact routing frameworks
- Output connectors for popular third party workforce management, performance management and wall board applications
- Rapid development of new connectors allows new input sources and output applications to be integrated quickly
- Hot and warm standby architecture options to ensure reliability

QPC - customer service transformation

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