



CONTEX Report™

Easily Track & Manage Collaboration Resources

Simplify the management of multiple CONTEX® Summit or Summit Olympus™ systems with immediate, centralized, real-time reporting. CONTEX Report™ is a Relational Database Management System (RDBMS) reporting tool that is easily configured to deliver custom, detailed reports right to your in-box, FTP, or unmanaged disk locations.

Capturing the Details

CONTEX Report allows you to automatically manage your data and effectively track your resources by measuring operational metrics such as system traffic, port utilization, operator statistics, and conference details. Users need only to specify the desired formats, systems, and date ranges to mine historical data for network trends analysis.

Centralize Reporting

CONTEX Report is designed to work with multiple operation centers, multiple Summit systems, multiple networks, and multiple operators.

Allocate Your Resources Efficiently

Data automatically collected through CONTEX Report can be analyzed to provide a comprehensive understanding of system utilization, which can lead to improved resource allocation and management.

Increase Your Network Value

Collected information can be leveraged to reduce operational costs, maximize resource usage, and maintain operational metrics. Overall, CONTEX Report will give you a better understanding of your business and will assist you in planning for future growth.

Centralized
Resource
Reporting
Across Your
Conferencing
Network

Schedule
Automatic
Report
Generation
and Delivery

On-Demand
Reporting

Standard and Custom Reports

For additional information about our collaboration solutions, visit

www.compunetix.com

CONTEX Report comes with a standard set of comprehensive reports that can be run on a user-defined schedule or ad-hoc, depending on your needs. These include:

Attended Statistics

This report contains information related to operator assisted conferences.

Attended Traffic

Contains information about each participant who entered the Answer Queue and participants who disconnected prior to joining a conference.

Unattended Traffic

This report contains information related to unattended (Passcode/DNIS) conferences which are not assisted by an operator.

Agent Detail

Details agent activities for a specific date or date range. Every action executed by an agent is listed with a time and date stamp. Details specific to the conference and line being accessed are also shown.

Agent Statistics

Contains statistics for a specific agent for a specified date or date range. Statistics include: number of outgoing calls, bells answered, signals attended, conferences started (super joined); total time spent on out-going calls, signals, bells, and total agent active time.

Operator Statistics

Details the time to answer and join participants to conferences for all operators.

Operator Statistics by Name

Similar to the Operator Statistics report, but is specified by an operator name.

All Operator Statistics by Operator Name

Shows all operator statistics sorted by operator name.

All Operator Actions

Shows all actions that occur for a particular operator on a specific system.

Operator Actions

Shows all operator actions for a particular conference.

Conference Operator Actions

Shows all operator actions for a specific operator during a specific conference.

Operator Chat

Shows all operator chat messages for a specific system.

Individual Signal

Shows the details for each signal event that occurred within the date range/time period specified.

Bridge Detail

Contains details on all activities for all systems or one system for a specified date or range of dates. Every action executed on the bridge is listed with a time and date stamp and an agent name. Conference details and the line being accessed are also shown in this report.

Bridge Statistics

Provides statistics for all systems or a specific system for a specified date or range of dates. Statistics include number of outgoing calls, bells offered, bells answered, signals offered, signals attended, and conferences started; maximum wait time for bells and signals; total time spent on out-going calls, signals, bells, and total agent active time.

Port Utilization by Bridge Name

Generates a graphic representation of the port utilization sorted by each system.

Port Utilization Summary by Bridge Name

Generates a graphic representation of a summary of the port utilization of all systems.

Failed Voice Capture Patterns

Shows instances where Voice Capture information was not recorded, resulting in the party being automatically transferred to the Answer Queue.

Hold Time Report

Shows complete details on a conference and its participants, including the times of incoming, answer, join, and idle. Excludes unattended callers that dial-in without being answered by the operator.

Operator Statistics with Transcription

Similar to the Operator Statistics by Name report, but includes a count of the number of callers transcribed from Voice Capture in the given time period.

VoIP Audio Problems

This report lists warnings and errors the Summit encountered from callers connected utilizing VoIP.

Java Report Window Sample

