



Shadow All In One Analytics for Avaya Cloud Office



Empower your decision makers with powerful insights about your Avaya Cloud Office collaboration ecosystem

Shadow All In One Analytics is a scalable historical and real time analytics solution that offers enterprise level metrics and unparalleled granularity for messaging, video and phone activity. Organizations now have complete visibility across the entire spectrum of their corporate collaboration ecosystem for any length of time. The product offers historical call accounting, call queues/agents reporting, real-time dashboards and wallboards, remote agent dashboards, call recording playback, messaging and team collaboration adoption metrics, quality of service, and emergency notification.

BENEFITS



Adoption

Accelerate digital transformation helping to lower costs, identify fraudulent network usage and increase adoption of collaboration systems including messaging, video and phone.



Customer Experience

Monitor agents in real-time and improve customer interaction enabling administrators to highlight bottlenecks and overflows as well as track call abandon rate which can improve response times.



Quality of Service

Monitor traffic quality allowing for proactive network and resource adjustments that can result in more efficient communications and lower costs.



Emergency Notification

Enhance public safety in case of emergencies by providing corporate officials and first responders with real-time call information.



FEATURES



Consolidated historical reporting and real-time dashboards of all messaging including SMS, fax, and voice mail, video and phone activity.



Graphical real-time dashboards or wallboards for monitoring call queues/agents including agent status, calls waiting, answered or abandoned, and SLAs.



Granular historical reporting that highlights usage trends, corporate cost allocation, customer experience and seasonal usage patterns.



Cradle to grave analysis of the entire call journey including stops in IVR, call queues, agents and extensions to ensure a healthy communication ecosystem.



Automated scheduling of recurring tasks, exports or report delivery.



Immediate notification of emergency calls such as 911 and user-definable alarms such as long wait times or abandoned calls.

Modules



Remote worker dashboards, presence override, disposition codes, AUX codes, account codes and leaderboards.



Automatically pull call recordings from the portal and store them for future queries and playback.



SYSTEM REQUIREMENTS

- Avaya Cloud Office Account
- Administrative permissions for initial setup
- Chrome 72 and above, Safari 12, Firefox 65 and above, Edge 2018 and above



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