



Symmetrics nVISION Data Mart Improves and Simplifies Data Reporting in Nortel Contact Centers

Symmetrics nVISION Data Mart - designed specifically for Nortel Contact Center Manager Server (CCMS) – extracts, stores, consolidates and optimizes data from any contact center or enterprise application, dramatically simplifying and enhancing reporting and analysis efforts.

comprehensive reporting comes the need for expanded expertise and experience required to achieve success – often not available or practical within your business. Having a solid and optimized data foundation like the nVISION Data Mart avoids this common reporting pitfall and provides many measurable and tangible business benefits such as faster and easier report design, as well as broader and deeper analysis through the integration of many data sources within the contact center or the enterprise as a whole.

Benefit Summary

The nVISION Data Mart will benefit your Nortel contact center operation in a number of ways:

- Data is optimized and structured specifically for analysis purposes, reducing the time and complexity required for report development
- Reliability and performance of existing applications is enhanced by off-loading reporting queries to the data mart
- Through data consolidation, a widened scope of perspective is achieved
- Data can be archived for as long as needed, enabling better trend analysis over time
- Use data presentation tool(s) of choice (e.g., Crystal Reports, Microsoft Reporting Services or Excel, OLAP Viewers etc.)
- Obtain immediate value via Symmetrics various pre-built reports, scorecards, dashboards, and templates



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Symmetrics nVISION Data Mart provides the core foundation needed to optimize the performance of your Nortel contact center. It collects and consolidates data from any number of sources so you can more effectively access, analyze, manage and leverage information across your entire contact center. Designed specifically for the Nortel Contact Center environment, the nVISION Data Mart automatically extracts, stores, and optimizes data from Nortel Contact Center Manager Server (fka Symposium Call Center Server).

Why nVision Data Mart?

Enhancing access to information in the contact center is commonly addressed by creating more and more reports, dashboards and scorecards directly against a multitude of applications. With the associated increase in complexity and data integration required to get more

Extensive Integration with Nortel Contact Center and Other Data Sources

Based on Symmetrics' deep BI expertise, combined with first hand knowledge and years of experience working with Nortel contact center customers and technologies, the nVISION Data Mart delivers pre-built data models, data transformation logic, and data extraction processes specifically for CCMS. In addition, any contact center application and data source can be integrated into the solution through other pre-built data adapters and storage schemas available from Symmetrics, or via custom development offered by Symmetrics professional services. Additional data sources can include:

- ACDs
- Help Desk
- Work Force Management
- Web/Email Interaction
- IVR
- CTI

Feature Summary

- Automated and schedulable extraction services for all Nortel CCMS historical, agent login/logout, and call-by-call data
- Automated transformation of call-by-call data, enabling extensive and highly simplified call lifetime or "cradle-to-grave" reporting and analysis previously not possible (including enhanced analysis on call/caller ID, time on hold, talk time, skillset answer/abandon/delay spectrum, application transfers, dial out, call log detail, and more)
- Pre-built OLAP Cubes for both historical and call-by-call CCMS data, enabling advanced multidimensional and ad-hoc analysis capabilities
- Replication of the CCMS historical data structure, allowing existing reports to be leveraged as is
- Multi-CCMS server support, allowing data collection and aggregation from more than one CCMS server
- User-definable data retention periods, providing unlimited historical data storage
- Support for Microsoft SQL Server, making it highly compatible with most IT environments

- Automated error handling and management
- Extensive security for data control and access rights

System Requirements

Hardware

- 500-MHz Intel Pentium III Xeon dual or quad processor
- 2 GB of RAM (4–6 GB recommended)
- Free disk space (amount depends on number/type of sources and amount of data to be retained)

Software

- Windows 2000 Server or later
- Microsoft SQL Server 2000 or 2005 with latest Service Pack
- Optional: Symmetrics nVISION Info Manager and/or nVISION Reports, Scorecards and Dashboards

Company Information

Company Name:
Symmetrics

URL: www.symmetrics.net

Technical support email:
support@symmetrics.net

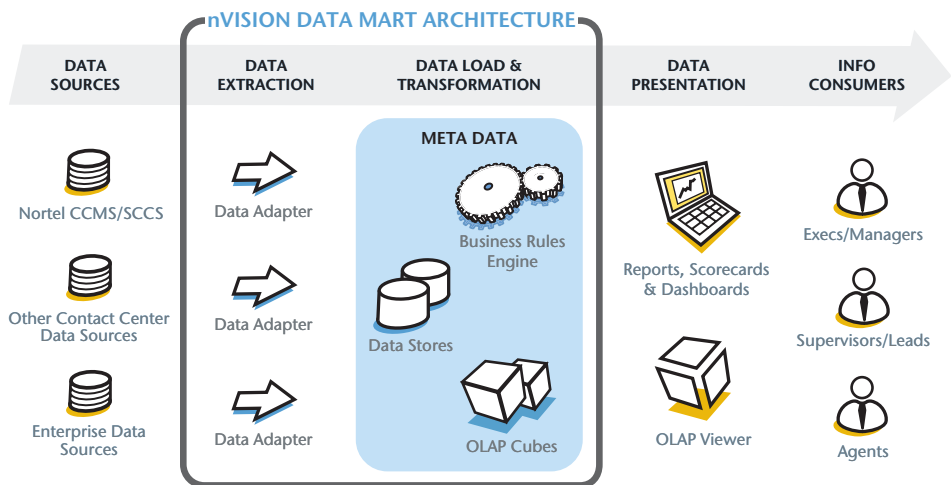
Technical support phone:
(604) 688-0882

Sales Contact:
Richard McElroy

Sales phone:
(604) 891-5566

Sales email:
richardm@symmetrics.net

For all inquiries on this product, please provide the following reference code:
NV-DM15



Compatibility Information:

Symmetrics nVISION Data Mart RIs. 1.5 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: www.nortel.com/prd/dpp/product/prodpages/z6267.html

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