



Symon Enterprise Server Provides Real-time Performance Monitoring and Productivity Metrics for Contact Centers

Symon Enterprise Server (SES) is a real-time middleware application for unifying Nortel contact center, e911 and other sources of business data. SES collects, transforms, and distributes enterprise real-time and historical data for display in many different formats and devices to fit your Nortel contact center needs.

Information System (CC MIS). SES has a high-performance in memory database and is the driving engine for a wide selection of Symon output / display products including:

- Symon Vista™ – performance, productivity tracking software creates browser-based real-time and historical reporting displays, executive dashboards and scorecards
- NetLite II™ – IP-connected, wireless LED Displays
- Symon DeskView™ – real-time alerts and messaging to the Win 32 or Java enabled desktop
- TargetVision® – unique real-time enterprise communications software that drives creative content delivered via flat panel (plasma and LCD) screens

SES allows you to pinpoint key performance indicators (KPIs) within the vast number of statistics that Nortel contact centers and other business systems generate. These key metrics are then used as meaningful actionable data for everyone from agents to executives, helping them make real-time decisions that drive productivity and performance. Data can be delivered to everyone in the enterprise using Symon wallboards as well as browser-based and other desktop display tools.

SES gives agents and call takers real-time visibility of individual and team performance through digital dashboards, scorecards and displays. This immediate feedback on performance, viewed in relation to established targets, focuses an agent's efforts on achieving overall business goals.



Symon Enterprise Server (SES)

Use SES to transform your fragmented single and multi-site Contact Center information data into meaningful and actionable information. SES creates a consolidated real-time decision support infrastructure that is IT friendly, affordable and capable of addressing a wide range of standard and custom real-time reporting notification requirements. SES collects, transforms, and distributes enterprise data to a wide array of output devices to support your information needs and business processes within a Nortel contact center.

SES is a powerful consolidated real-time infrastructure solution for the contact center and enterprise communications systems including the Nortel Business Communication Manager (BCM), Contact Center Manager Server (CCMS), Contact Center - Express (CC-Express), and Call Center Management

Nortel continues to deliver market-leading solutions through innovation, vision and relationship. Leveraging the strengths of its Select Product providers, Nortel continues to broaden its reach and responsiveness in meeting the needs of both channels and customers. Nortel distributors/resellers may be eligible to order certain Select Products directly from Nortel.

SES provides a method within the emergency e911 dispatch center to display calls, and their ANI/ALI information from the Nortel solution to a variety of display devices including wallboards, desktops and flat cren displays (plasma and LCD).

Agents and call takers are empowered to self-manage, proactively improving their performance. This is proven to drive productivity, reduce operational overhead, increase adherence and boost job satisfaction — benefits that can significantly impact profits and lead to better customer service.

Performance results are also available to other key personnel throughout the organization, providing a consistent and complete view of performance to executives, and allowing managers to quickly identify and address underperforming agents and groups. The automation provided by SES dramatically reduces administration workloads, allowing managers to focus on more valuable tasks.

SES integrates the data generated by various systems that are crucial to contact center operations, network operation centers, command centers and e911 centers, providing consolidated, real-time views of all relevant activity. This 24/7 monitoring allows decision-makers to immediately and effectively address issues before they become problems, make informed decisions, and seize time-sensitive opportunities.

Thresholds can be set for SES to notify users when pre-set conditions — such as call volume or sales goals — are reached. These escalating alerts are of critical importance in activity monitoring, as changes in data fields can indicate a developing situation. Once managers receive an alert, they can respond immediately, before the situation becomes a problem. Alternately, if performance levels are high enough to pass a certain level, messages can be sent to agents congratulating them on their good work. These messages can be sent to the desktop or to any Symon wallboard or flat panel display.

Command centers driven by SES present consolidated views of live and historical activity across the contact center or a network of dispersed centers. With all of the data literally at their fingertips, analysts can research trends, keep abreast of current conditions, and immediately act to solve problems.

SES automates the time-consuming process of hand-compiling critical reports: contact center agents and call takers no longer have to perform their own calculations, feed data into a spreadsheet, and send the reports — or worse, carry them — to the managers and executives who rely on them to chart performance and develop strategy.

SES compiles and distributes multi-level, interactive reports, enabling end-users to see the latest conditions and how they fit into long-term trends, to quickly drill down into individual data fields to focus the overall picture, and to send high-level summaries to other decision-makers.

Contact centers, network operation centers, command centers and e911 centers already using a third-party reporting systems can use SES to consolidate real-time and historical information into a data warehouse, from where it can be queried and manipulated by various reporting tools.

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For all inquiries on this product,
please provide the following
reference code:
SES NT 1



Compatibility Information:

Symon Enterprise Server (SES) version 8.1 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/z5873.html

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