

# Cisco Unified Communications Manager and Amcom Eclipse Enhanced Call Tracking

## Gaining a Detailed Understanding of the Calls You Process

Organizations handle many thousands and even millions of calls each year through their Cisco® Unified Communications Manager (CUCM) phone systems. Providing seamless, efficient caller service requires you to have a clear, detailed picture of how calls are moving through your organization, as well as who's making calls and where costly inefficiencies lie.



You may be able to generate call metrics through your CUCM system. But are you able to easily and quickly make sense of all the calls tracked and processed by your organization's call center? Without the proper tools and reporting capabilities, managing all of the data your CUCM generates can be a daunting task.

## Amcom Eclipse

To guarantee that your organization is providing a superior customer experience, it is important to continually monitor basic call center parameters and use simulation to accurately forecast acceptable service and workforce requirements. With this in mind, Amcom™ Eclipse™ call accounting and reporting helps you gain control of your telecom infrastructure and costs with accurate call information.

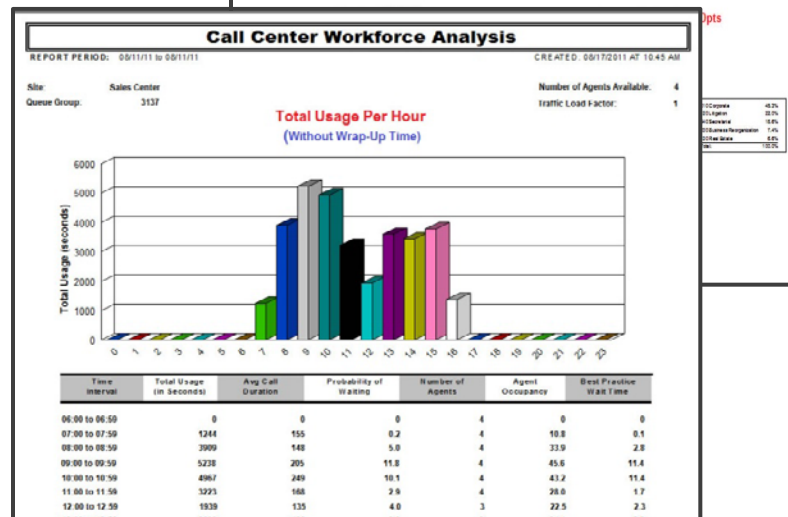
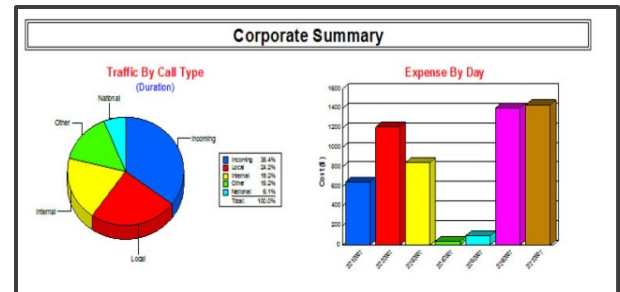
Amcom Eclipse generates a wealth of data about every call made and received by your organization—and helps you easily make sense of this information. It provides reporting and monitoring tools that deliver a number of benefits, such as insight into how agents are processing calls, employee telephone usage, and bill-back information.

## Key Metrics Include:

- Call volume
- Talk times
- Agent availability
- Wait time before answer
- Abandonment rate
- Maximum time in queue

## Amcom Eclipse Enables Organizations to Answer Questions Such As:

- How many agents are required for a projected call volume?
- How will the number of agents affect the average delay?
- How long are callers willing to wait before talking to an agent?
- How many calls can be answered within a projected timeframe?



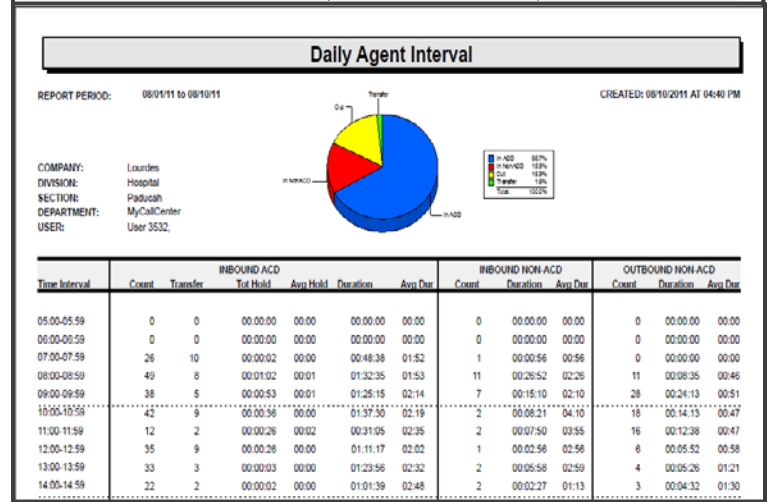
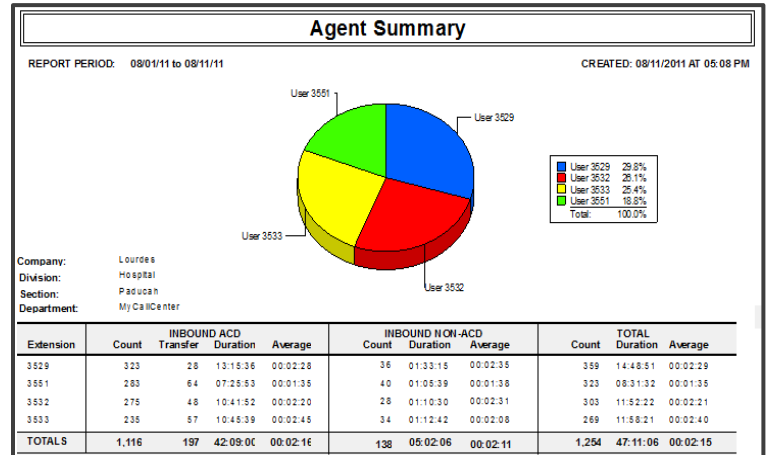
### Eye-Opening Reports

Amcom Eclipse offers flexible reports that help you interpret what is truly going on in your organization. These reports can be as high-level or as detailed as you like. In fact, attention to detail is where Amcom Eclipse excels. The solution cross-references hundreds of thousands of cells to track each call sequence and key metrics.

Your callers' impressions of your hospital are shaped by their total experience, not just their interaction with a single operator. Amcom Eclipse helps you report on the performance of your team to pinpoint trouble spots.

In fact, you can take the guesswork out of determining agent/operator performance and simplify cost allocation and billing procedures with a variety of customizable reports:

- DNIS bill-back
- Console call handling statistics
- Calculated abandonment statistics
- Shift reporting
- Multi-level hierarchy reporting
- Transfer call analysis
- Cradle-to-grave tracking



globalCallID_callId	origLegCallIdentifier	dateTimeOrigination	callingPartyNumber	origCause_value	destLegIdentifier	destNodeId	destSpan	destIpAddr	originalCalledPartyNumber
14169432	40750464	1304427768	2183	0	40750467	2	0	744560138	4096
14169433	40750469	1304427769	2708167506	393216	40750472	2	0	224400906	5777
14169433	40750469	1304427785	2708167506	393216	40750506	2	0	789648650	15151
14169433	40750469	1304427890	2708167506	16	40750762	2	0	727717386	2771
14169434	40750473	1304427771	2702107842	17	0	0	12	274732554	15675
14169434	40750473	1304427771	2702107842	0	40750486	2	12	274732554	15675

