CONTEX Report™

Manage your collaboration network resources, quickly, easily, and automatically with CONTEX Report™

Centralize Resource Reporting Across Your Conferencing Network

Schedule Automatic Report Generation and Delivery

On-demand Reporting

You are constantly challenged with managing multiple CONTEX® systems in single or dispersed locations. With distributed resources you need immediate, centralized, real-time reporting. Compunetix has answered this challenge with CONTEX Report™, a Relational Database Management System (RDBMS) reporting tool that is easily configured to deliver custom, detailed reports – utilizing almost any bridge statistic – right to your in-box.

Manage Your Resources

Use CONTEX Report to automatically manage your data: determine the formats, systems, and date ranges you want information on. This enables you to effectively track and manage your resources by measuring operational metrics such as system traffic, port utilization, operator statistics, and conference details. These reports can mine historical data for network trend and traffic analysis. CONTEX Report also enables you to send usage reports to email (SMTP), FTP, inbox, and unmanaged disk locations.

Standard and Custom Reports

CONTEX Report comes standard with a set of comprehensive reports that can be run on a user-defined schedule or ad hoc, all 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 un-attended (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 (CONTEX 240/480 only)
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.

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CONTEX Report™

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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 to 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

Centralized Reporting

CONTEX Report is designed to work with multiple operation centers, multiple CONTEX resources, multiple networks, and multiple operators, all from a single collection and reporting tool.

Increase Your Network's Value

CONTEX Report increases the value you can derive from your collaboration network. As a centralized reporting database, it enables you to collect data automatically. This data can be, in turn, analyzed for a comprehensive understanding of your collaboration systems' utilization, leading to improved customer service, management, and resource allocation.

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

Specifications

Server Requirements
PC Server

Windows 2003 Server

Dual Core Intel Xeon (307X) Processor @ 2.66 Ghz

Microsoft SQL Server (2005) Database

250 GB hard drive

Crystal Reports Server XI R2
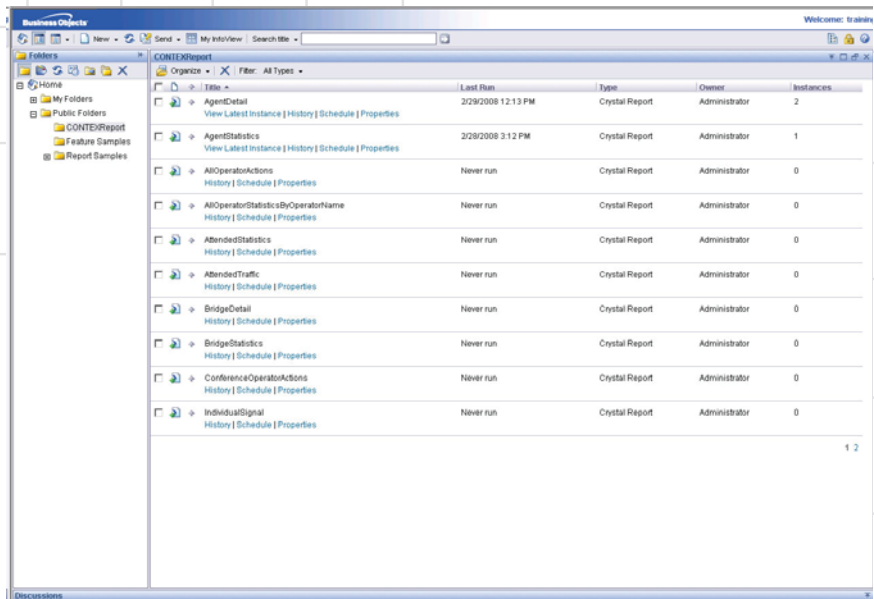Crystal Reports Professional (Must be purchased separately)

Bandwidth Requirements
20 Kbps per CONTEX system (at a minimum) for up-to-date synchronization

CONTEX System Requirements
One CONTEX Conferencing Platform
TCP/IP Connectivity to CONTEX (via LAN/WAN)
CONTEX Report connects up to 16 Summits and/or 64 CONTEX 480s (up to 30,720 ports)
Email account on mail server

(Java Report Window Sample)

(Schedule Window Sample)