

nVISION Contact Center Performance Management Suite **Frequently Asked Questions (FAQ)**

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Q: Where can I find more information on the nVISION Contact Center Management Suite, including brochures and data sheets?

A: On Symmetrics website at <http://www.symmetrics.com/solutions/contactcenter.aspx>. Customer case studies can be found here: <http://www.symmetrics.net/customers/successstories.aspx>.

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Q: Is there a self running presentation and demonstration of the nVISION solution?

A: Yes. You can register and download at this link: http://www.symmetrics.com/solutions/cc_datamart_dl.aspx

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Q: Can the Data Mart capture/integrate my IVR data to allow for better “cradle to grave” or end-to-end call reporting?

A: Yes. As long as the IVR system is connected to the ACD (i.e. CCMS) in a way that calls in both systems can be related or

linked (commonly in the Nortel environment, for example, an MPS-based IVR system is “acquired” by CCMS, thus linking a call that comes into CCMS and which is then handed off to the IVR).

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Q: Can the Data Mart capture/integrate data from my WFM, QA or other systems?

A: Yes. As long as there is access to the underlying data and the Data Mart can connect to the application or data source within the network environment, the Data Mart can capture and integrate the data. Symmetrics customers have integrated a wide range of data sources/applications in order to achieve deeper/better reporting, analytics and performance management capabilities, including sources like ACDs, IVR, WFM, MultiMedia, QA/QM, CRM, ERP/Accounting and many others.

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Q: How do you get data into the Data Mart from data sources for which you don’t have a pre-built data adapter?

A: Symmetrics professional services team can custom build the necessary data adapter to extract, transform (where necessary) and load the data.

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Q: Can the Data Mart consolidate data from Nortel CCMS networked sites?

A: The nVISION Data Mart can consolidate data from both networked and non-networked sites.

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Q: Do we require an individual Data Mart to be deployed for each ACD (i.e. Nortel CCMS) we have?

A: No. One single Data Mart is deployed only, providing one central repository that collects data from all required data sources (ACDs, WFMs, IVRs etc).

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Q: How many unique data sources (Nortel CCMS servers or others) can a single Data Mart consolidate?

A: Theoretically, there can be an unlimited number of data sources (as long as server hardware and disk capacity is sufficient). Symmetrics has clients running nVISION for as few as 1 Nortel CCMS ACD and as many as 10+ additional/CCMS servers and/or other data sources.

Q: Does the Data Mart refresh data in “real time”?

A: Although the Data Mart is not updated in real time as the data sources are written to, it can be configured for “real enough time”. Some customers have their Data Marts refresh every hour, some once per day. The refresh rate chosen for you will depend on business needs, and reporting requirements, impact on the LAN and other factors.

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Q: Is Microsoft SQL Server 2005 that the nVISION Data Mart runs on supplied with the product?

A: No. Microsoft SQL Server is not included and needs to be supplied by the client. In our experience, the vast majority of customers already have Microsoft SQL Server in place within existing IT environments that can be leveraged for deployment. Other database platforms for data storage are also supported, including Oracle (however, Microsoft SQL server is still required for ETL/data extraction processes for the current Data Mart release).

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Q: Can the nVISION Data Mart reside on a SQL Server that is being used for other applications?

A: Yes, this is possible, but it is not our default recommendation. Whether this is a viable deployment approach for you will

depend on many factors (such as server configuration, hardware performance/capacity, data quantity, data refresh rates etc).

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Q: Can the nVISION Data Mart co-reside with nVISION Info Manager on the same server?

A: Yes, this is possible, but it is not our default recommendation. Whether this is a viable deployment approach for you will depend on many factors (such as server configuration, hardware performance/capacity, data quantity, data refresh rates etc).

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Q: What's the roadmap for nVISION Data Mart towards future versions of Nortel Contact Center Manager and other currently supported data sources and vendors?

A: Symmetrics works closely with all vendor technology partners for which we have pre-built integration, including working closely with Nortel's product group. Symmetrics R&D team is committed to keeping all nVISION products compatible with all available vendor technologies that are listed as supported by nVISION.

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Q: Do you have training and knowledge transfer services that support/complement the nVISION solution?

A: Yes. Symmetrics offers a range of education services – either as part of an overall solution, or as stand-alone services when needed. Such services will ensure you can administer the Data Mart, learn to build your own reports or learn more about contact center reporting/analytics in general? More information on this can be found on our web site at:

<http://www.symmetrics.net/services/training.aspx>

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Q: Will my current Nortel CCMS/SCCS reports (e.g. the standard reports that ship with CCMS) work against the nVISION Data Mart?

A: If the reports leverage Nortel CCMS/SCCS Historical data only, yes (they would just need to be “re-pointed” which is a simple procedure). Any Call-By-Call reports would likely need to be re-developed, since the Data Mart transforms the Call-By-Call (event) data so that you can get more reporting and analytic capabilities from it.

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Q: Can I use the RCW (Report Creation Wizard) built into Nortel CCMA to build reports against data from the Data Mart?

A: The short answer is “yes” - you can use the RCW to create reports against the Data Mart. However, it should be noted that the RCW is a basic web client report authoring tool. We do not recommend using the RCW for any presentation reports or complex reports involving call-by-call reporting. We recommend it for ad hoc requests, like quickly building a report to troubleshoot a service measure or answering an agent productivity question or simply reformatting existing reports (e.g., adding a field that is within the same historical view).

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Q: How does the pricing model work for the nVISION suite?

A: For the nVISION Data Mart, pricing is based on the number data sources (and not on agent seat bases). For the nVISION Info Manager, pricing is based on Concurrent Access Licenses (i.e. based on the number of simultaneous user connections to the Info Manager application).

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