Ticket Extractor
OFF-THE-SHELF APPLICATIONS

The ability to customize statistics guarantees that Customers have the specific CCD (Alcatel-Lucent Contact Center Distribution) indicators that are most important to their organization. The Ticket Extractor application provides them in the form they want and when they want it.

Because consolidation of statistics can be performed across several sites, CCD statistics can be collected and analyzed in one designated location; this saves time and reduces supervision and administration costs.

The Ticket Extractor application is the ideal tool for tracking the activity at a Contact Center with customized CCD statistics. It refines and presents specific statistics from previous days (current day as an option) record calls and makes them available across several sites.

Customer benefits

- Customized statistical indicators save supervision time.
- Focus on growing the business.
- Reduce Costs for administration.
- Keep Team informed with organizational information turned into sleek statistical indicators.

Key Features

- Ticket Extractor collects the CCD call records (communication tickets) from the day before and uses them to populate a customer database.
- As an option, Ticket Extractor can be configured in order to fetch data for the current day every period of time (at minimum every 15 minutes) in order to produce "nearly real time" indicators.
- The data is refined and is used to present the specific statistics selected by the customer (as generated by the stored procedures they have written).

- Consolidation of statistics can be performed across several sites.

Operation

- The Ticket Extractor module downloads call record/ticket files from one or more Alcatel-Lucent OmniPCX Enterprise or Alcatel-Lucent OmniTouch Contact Center systems and sends them to a database, by using ODBC drivers (MS-SQL 2000 or 2008, ORACLE, MySQL, etc.).
- The counters are generated via customer-written procedures and are stored in a database. This database is used to process statistics for the final user.
- The counters reflect designated account information and criteria. Typically, these include information such as opening hours, lists of pilots, agents, sites, specialties, etc. These criteria are the variables used by the stored procedures and can be modified by the administrator.

Architecture
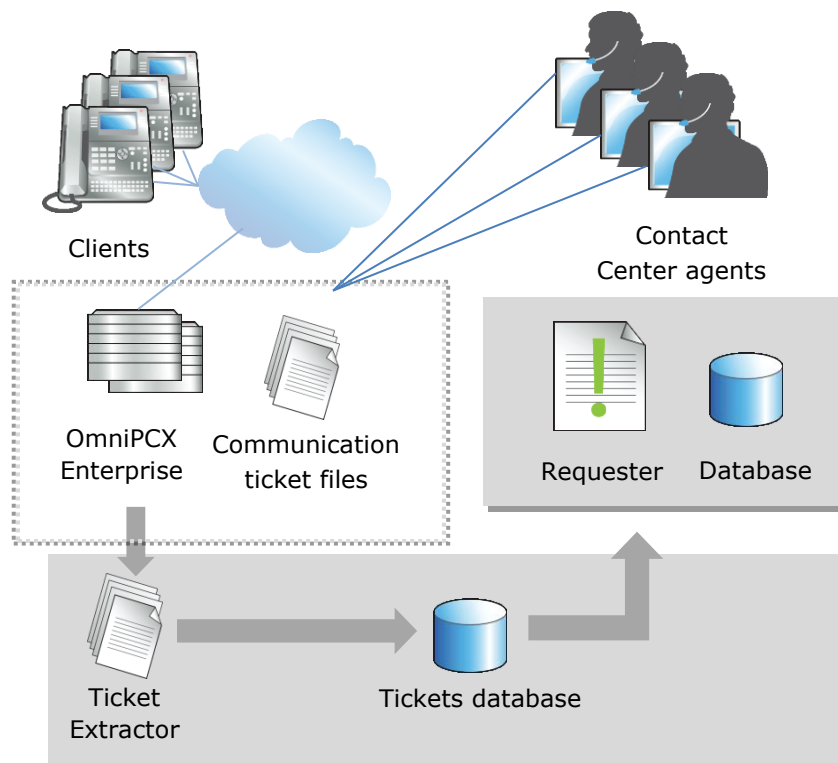
1. Every period of time (once a day by default but could be up to every 15 minutes), Ticket Extractor retrieves tickets and events files from all nodes using FTP.

2. As soon as these files are transferred locally on the server, Ticket Extractor loads data into the main database. This database contains the detail of the CCD activity (all incoming calls answered by an agent or not, all outgoing calls made by agents, all login/log out and withdrawal actions done by agents, etc)

3. Using a specific application (to be developed by the Customer IT service), data is retrieved from the detailed database and aggregated statistics can be created (such as number of answered calls, duration of calls, and duration of withdrawal per agent). A requester (such as Crystal Report, Business Objects) can be used to produce reports from the main database or from the aggregated database.

Prerequisites

Hardware
- No particular hardware is required.
- Ticket Extractor is a Windows application. A server running Windows 7, Windows 2008, 2012 or 2016 is required. It could be a virtual machine.
- The Customer database can be hosted on another server, even a server running under another operating system (such as Oracle database on Linux system).

Software
- One of the currently supported Alcatel-Lucent OmniPCX Enterprise release.

- Customer Database must be an ODBC compatible database engine such as MySQL, Microsoft SQL server, Sybase SQL Anywhere, Oracle…

Licenses
- The extraction of call records (communication tickets) requires the purchase of an OPS license (CRI license – Call Record Interface) on the Alcatel-Lucent OmniPCX Enterprise system(s).
- The use of the Ticket Extractor application requires the purchase of the Ticket Extractor license to Alcatel-Lucent Enterprise Professional Services.

System Limits

- The Ticket Extractor application only applies to CCD activity and does not consider business communications. Thus, in case of call transfer from a business set to an agent set, the database contains no information about the communication before the transfer. Reversely, in case of call transfer from an agent set to a business set, the database contains no information about the communication after the transfer.
- The Ticket Extractor application handles tickets from a network of 10 nodes maximum.

Specific Terms & Conditions

- Providing appropriate ODBC drivers for Windows is under Customer's responsibility.
- The Customer database must have the appropriate size taking into account the daily phone traffic, the number of days the customer wants to keep permanently in his database and the database engine. As an example, a MS SQL server storing, 100.000 events and a little bit more than 470.000 tickets requires 109 Mb. Second example, a MySQL server containing 6 days of tickets corresponding to around 2.000.000 tickets for each of the two nodes requires a total volume of 750 Mb.
- Customization requires the use of stored procedures (to be written by or on behalf of the Customer) to process the counters and automatically generate the statistics.
- The Customer has responsibility to manage the data (via Brio, Crystal Reports, Microsoft Excel, etc.); the Alcatel-Lucent Enterprise Professional Services organization does not handle data usage.
- The Ticket Extractor license does not include either the integration of the application into the Customer environment, or its customization. This assistance for installation and integration is strongly recommended. If this assistance is required, the Business Partner has to request these services from Alcatel-Lucent Enterprise Professional Services who will issue an additional quotation.

Quotation and ordering

- Get a quote for the Ticket Extractor license from ACTIS Configuration Tool/Services folder/Off-the-Shelf applications/Contact Center) or from the Services Catalogue (OmniTouch CC Standard Edition Off-the-Shelf solutions) available in eBuy on the Enterprise Business Portal.

  Just pick the reference and order directly this application via eBuy on the Enterprise Business Portal.

  If installation is needed, the Ticket Extractor integration Service Pack is available for quotation on ACTIS (Services folder/Service Packs/OmniPCX Enterprise) and for ordering via eBuy on the Enterprise Business Portal.

- A Specific Application Support (SAS) contract is mandatory the first year and automatically configured in ACTIS. The SAS contract includes vital remote maintenance, support and access to software evolutions. A multi-year option of 3 or 5 years is also available.

Contact us

For more information about this application, please contact our team:

ALEprofessionalservices@al-enterprise.com

Web site:

https://businessportal2.alcatel-lucent.com