

Nixxis Contact Suite

# Reporting

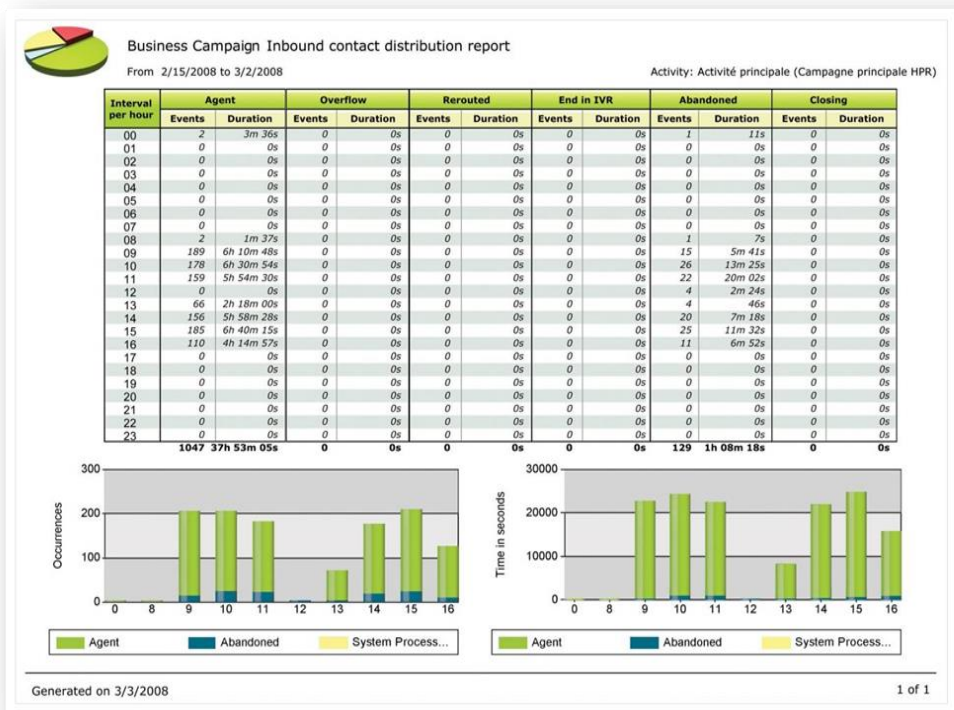
Next Generation Profitable Customer Interaction Solutions

Nixxis Contact Suite Reporting module is a powerful tool to produce the most extensive and custom-made reports in order to please the ever more demanding customers. It gives complete flexibility and simplicity of usage.



## Key Benefits

- One-Click report generation
- Automatic publication to Intranet, Web or e-mails
- Preprogrammed report scheduler
- Includes 100's of standard report formats
- Fully customizable
- Interfaces to:
  - Cognos
  - Business Objects
  - Crystal reports
- Export to pdf, xls, etc...



Typical campaign-based report printout

The Nixxis Interaction Engine keeps track of all events that are occurring on the engine. It maintains a historical database with all information on what agents are doing and on what is happening with the different communications as we use an open data model.

Next to the main historical database, data is synchronized towards a data warehouse.

This data warehouse can combine data extracted from the main historical database and data coming from other business databases. Reporting is done on this data warehouse.

These reports cover both the **operational aspects** and the **business results** of your operations.

No heavy reports are extracted straight from the main historical database. This is avoided to **ensure performance** on the main system.

A set of **predefined standard reports** is provided.

Those reports are **customizable** and can be launched through a report scheduler.

Using "report publishers", the different reports can be **automatically published** on web-sites or intranet sites, be mailed on a certain time to the people that need the reports, or be **automatically printed**.

**Export facilities are available in different formats (.xls, .pdf, etc.).**

The reporting interface offers digging, filtering and drill down analysis facilities.

All **commonly used reporting engines** (e.g. Cognos, Business Objects, Crystal Reports, ...) can be used to access the data warehouse.

Using these reporting engines, **logical models** are built upon the physical database.

**This way of producing reports gives the complete flexibility needed to interpret interaction centre results the way your management demands it.**

### Innovative solutions

**Our mission is to develop innovative customer interaction solutions.**

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

**In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.**

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

### Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a **truly distributed and virtual mode**, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a **virtual IP Interaction Centre**.

**The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.**

**The complete web-based solution allows easy deployment of home workers and new sites.**

Agents, authorized supervisors and administrators can get access through simple IP connections.

**Nixxis lets your business take flight.**



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