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Pointel CMS

Audit, Notify, Roll back and Migrate your CC objects across regions?

Your contact center undergoes several configuration changes on a daily basis. These changes are inevitable and necessary to support your customers, improve the overall performance of your business and stay competitive in this ever changing marketplace. How can you effectively gain control of the configuration changes to know what's really happening to your contact center systems?

Pointel Configuration Management Solution (CMS) is a simple to use, thin-client application that provides you with complete control over your Genesys configuration environment. CMS instantly highlights changes that are made to it, including detailed auditing, import/export, snapshot/restore and alerting capabilities.

Pointel CMS captures all of the changes within your contact center and provides the information back to you graphically so you can quickly and easily understand the changes made to your Genesys system.

EASILY AUDIT YOUR GENESYS SYSTEM

It is important to know what changes have been made to your Genesys environment and by whom. CMS' auditing capabilities indicates who has made the changes, both current value and previous values and when the changes were made. It can also restore each parameter/KVP level change or the entire application back to a given point-in-time. You can create ad hoc reports on demand to better understand the changes that were made.

HIGHLIGHTS

• Ensure your Genesys solution is running optimally

• Improve team productivity by using one central configuration management tool

• Quickly understand the health of your Genesys system

• Provide a stable Genesys environment by correcting improper configurations

Provide detailed auditing with current and previous values

Search

Cfg Object	Application ▼	Type	All ▼	Name	All ▼
Change Type	All ▼	From		To	
User Name						✎ Report

Page: 1 ▼ |◄ ◄◄ 1 - 10 / 30 (30) ►► ►| 10 ▼

ChangedTime	ObjectName	Properties(Tab)	Section	Option Key	Previous Value	Current Value	Changed Type	Changed By
2014-05-12 13:54:03	test_URServer	Option	log	expire	20MB	10MB	Modified	default
2014-05-13 12:28:23	test_URServer	StartInfo		Work Directory	E:\GCTI\URServer	E:\GCTI\URServers	Modified	default
2014-05-13 12:27:38	chatserver	Option	endpoints:101	default	Chat inbound queue	eservices inbound queue	Modified	jMiller
2014-05-13 12:26:03	IXNDAP	Option	settings	unused-parameter		73865	Added	Lee
2014-05-13 12:19:30	UCM	Connections	Server	CFGContactServer		ucs	Deleted	jMiller
2014-05-13	GUDPAC 471	Option	Extra	TimeOut	2000	3000	Modified	default

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Your contact center manager is constantly handling incidents, be it your website going down, an unexpected response from a marketing promotion, seasonal traffic or adjusting staffing due to unexpected resource schedule changes. Most often they will make agent and skill (queue) changes to accommodate/handle for unplanned incidents.

Pointel CMS allows you to capture 'blue-sky' snapshots and allows supervisors/managers to restore them back once the incident is resolved (website is back up and running).

UNDERSTAND THE HEALTH OF YOUR GENESYS SOLUTION

It is often very difficult to manually check each object within your Configuration Management Environment (CME) to understand which ones might be missing a configuration. Pointel CMS is able to identify misconfiguration within each object and provide a way to resolve them quickly. You can also easily pull up a report for agent login by date to find which ones are inactive and can be removed.

You can easily identify problems made in the CME with respect to Key-Value Pair (KVP) by searching using criteria such as cfg object, application type, state, property type, option key and section key to reduce and simplify the search process.

TOOLS AND ALERTS TO HELP YOU STAY AHEAD OF BUSINESS IMPACTS

Attempting to promote applications from one environment to another can be technically demanding and labor intensive. Pointel CMS simplifies this promotion/migration process, saving business hours and reducing the risk for mistakes. CMS can be used to compare configuration between different regions (for example, development and staging) to identify discrepancies quickly.

Pointel CMS provides detailed reports on the health of your Genesys solution, including places without DNs, identify agents without login IDs, understand the last login date for each agent, disable inactive agents and provide detailed license usage reports.
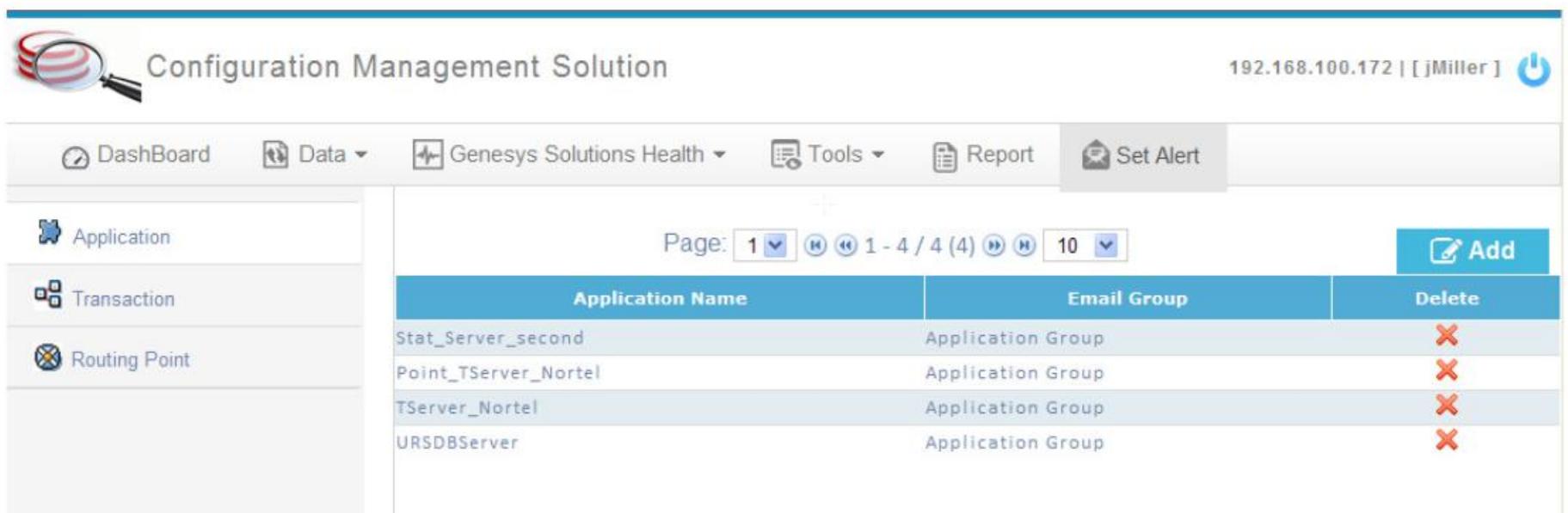
Identify inactive users and clean up old/inactive objects

Last Login Date	User Name	First Name	Last Name	No.of Days Since Login
20-03-2014	jMiller	John	Miller	21
25-03-2014	aMartin	Alfred	Martin	16
26-03-2014	cMary	Carolyn	Mary	15
01-04-2014	fXavier	Francis	Xavier	9

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Set alerts at different object level

Backing up your configurations can now be easily done with just a few clicks. The baseline feature of Pointel CMS allows you to compare your current configurations against your backup records to understand what was changed and when.

You can create notification alerts at both the application and transaction list level, as well as at the section and option level. For example, you can establish an alert if someone changes a critical list object or critical option within an application. Each alert can be configured to notify different groups within your organization and be configured to send alerts to certain to, cc, and bcc lists.

Configuration Management Solution

192.168.100.172 | [jMiller]

DashBoard | Data ▾ | Genesys Solutions Health ▾ | Tools ▾ | Report | Set Alert

Application
Transaction
Routing Point

Page: 1 ▾ 1 - 4 / 4 (4) 10 ▾ | Add

Application Name	Email Group	Delete
Stat_Server_second	Application Group	✖
Point_TServer_Nortel	Application Group	✖
TServer_Nortel	Application Group	✖
URSDBServer	Application Group	✖

Log out remote agents

Most contact center agents work remote, many often from home. Supervisors and managers are tasked with managing agents while ensuring that customers receive a great experience.

A remote agent who forgets to log out from the phone system may alter reports, even worse impact the customer experience. In dire scenarios, you may have to close a call center quickly due to an emergency, such as a fire drill or tornado warning. Pointel CMS provides a user friendly way to see which agents are logged in and remotely log them out, or if necessary, log out an entire group of agents.

User Name	First Name	Last Name	EmpId	Place	DN	Status	Action
Haydeb	Haydeb	Kevin	Haydeb	PN3101	3101	Ready	Not Ready
Cowan	Cowan	Lyon	Cowan	PN3103	3103	Call	
Hughes	Hughes	Warner	Hughes	PN3102	3102	Not Ready	Ready

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