



Operational Analytics.

Contact Data View™



Increase the value of Avaya CMS

Contact Data View™ (or CD View™) is a management information and reporting platform that increases the value of Avaya CMS data.

It meets the big challenges users have today: using data to feed the growth in contact center analytics; making analysis simpler and faster; and making insights accessible to more user groups at a lower cost.

CD View™ combines real-time and historical data from different CMS data sources to provide a web-based "single pane of glass". Available in cloud or on-premise, CD View™ provides easy access to key business performance indicators anywhere and anytime.

Avaya CMS data has been the product of choice to evaluate agent performance and manage contact centers for many years. Now, organizations need Avaya CMS to work harder for their business and mine more significant information. CD View™ is the answer.

It unlocks the valuable business insights held in your Avaya CMS database that are a challenge to uncover without a PhD in analytics or a CMS database specialist. CD View™ combines real-time and historic data into a single, easy to understand format that can be analyzed and sliced in a manner that suits the specific needs of contact center supervisors, operations and business management.

Five ways CD View™ enhances CMS data

Turn your data into insight

CMS data is valuable, but unless you are an expert in the Avaya CMS data structure, gaining insight is challenging.

Zoom in on what is important

Having both real-time and historical data at your fingertips, drill down to zoom in on what is relevant to you.

Define your timeline

Define exactly what timeline interests you, what group of skills or agents, and get your insight.

Ease of use

Web-based, graphically presented with tab data options. Everyone can quickly use this tool to their benefit.

Better value

Get better value from your CMS investment at a transparent single fee per annum.

CD View™ deployment models and components

Contact Data View™ Enterprise

Designed for users with sensitive data or who prefer their systems on premise, Contact Data View™ Enterprise provides the power of Contact Center View™ in your own environment.

Contact Data View™ Cloud

Sign-up to Contact Data View™ Cloud, integrate with your CMS and then get started. Gain way more insight into the operational performance of your Avaya CMS environment.

Optional components:

Contact Data View™ Cache

For CD View™ Cloud users, an optional, lightweight component provides on-premise data collection and caching so no real-time data is lost due to networking issues. It also avoids the need for external access through the firewall.



What CD View™ gives you

Single data source with real-time and historical data

Bring together multiple real-time and historic sources of Avaya CMS data into one platform and gain the insights that matter most to your contact center.

Ease of use and ubiquitous access

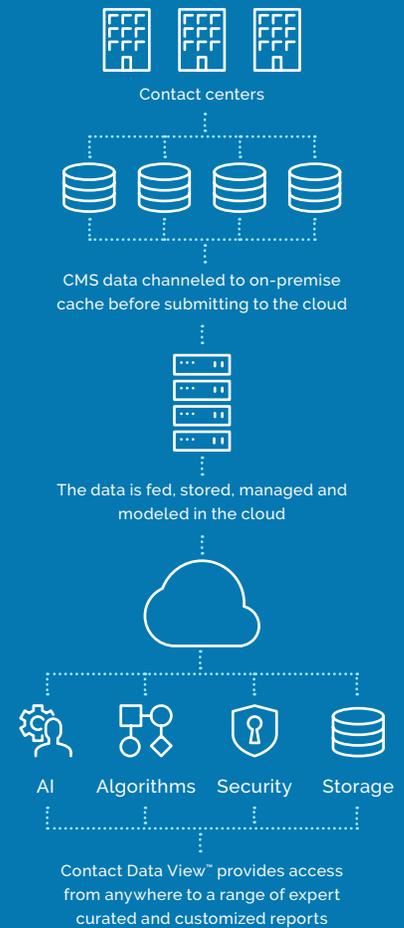
An easy to integrate web-enabled platform that's accessible anywhere, anytime by anyone. Utilize the ready to use expert curated reports or create and save your own.

Key business insights to anyone in the organization

Reports and insights relevant to the needs of supervisors, operations and business managers with no prior training in Avaya CMS data necessary.

How Axim CD View™ works

A more intelligent way to analyze and report call traffic data



See more value in Avaya CMS data, contact info@aximglobal.com

Axim specializes in Enterprise Communications Transformation, from cloud to legacy to CX. We have evaluated, designed, virtualized and rationalized 100's of Enterprise Communications and applications systems. Axim is one of the few companies to integrate cloud consolidation and digital application rationalization. And our experience spans all major CCaaS and CRMaaS providers, SI resellers and CC Manufacturers. Learn more visit aximglobal.com



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