

# Periscope



 *About Periscope*

For any contact center, keeping historical data is of great importance as this helps in predicting future work load, measuring performance of process & agents and billing purposes. CMS generally keeps data for a period of 30 days or so. Any workforce management tools normally helps in keeping data for longer period, but this comes at a cost. For smaller or medium contact centers, it may not viable at times to procure and maintain workforce management software. Accessing the data at CMS level also carries licensing cost, i.e. one need to spend for every additional client access.

Periscope from Futuresoft is the right solution for the above problems. The product is aimed at providing user-friendly mechanisms to the business team which should save their time of collating/compiling data from different locations. At the same time there should be a centralized reporting system to be accessible from every location, providing ease to the users to work in mobile environment and not remain confined to their workstation.

Periscope is a generic reporting system that caters to all time data requirements of business processes and other support processes. This is used heavily at EOC/EOD that generates Process's operational reports in terms of parameters such as Calls Handled, Calls dropped, Agents seated agent related time components etc.

Periscope can help in making reports in different formats as required. This can be a useful tool for intraday analysis, and most importantly this tool can be used for effective Real Time Management. Periscope has web access too.

The product is aimed at providing user-friendly mechanisms to the business team which would save the time spent in collating/compiling of data from different locations. At the same time it also provides centralized reporting system accessible from any location. It also helps the users to work in mobile environment and not remain confined to their workstation



### Some salient feature of tools are

- Users of Periscope should be at ease to generate reports using open time range that could be in EST/CST/PST/MST/GMT/IST.
- This tool would also help business process to view individual call records.
- System has an option to save the report as favourite. The favourite can be used in future to access the reports at one click of button. The favourites are saved with user profile and are visible to the owners only.
- Users can generate upto 45 days of historical data. This retention period allows them generate report to be sent across to the client.
- Historical data prior to 45 days is moved into Archive database with the implementation of sliding window concept. No data is purged. Users need for historical data can be entertained with a formal request procedure.



The screenshot displays the Periscope software interface, which is used for configuring and executing queries. The interface is divided into several sections:

- Query Configuration:** Includes fields for Name, Description, Query Type (Private/Global), Database Type (Current/Historical), Time Zone (I.S.T), and Absolute/Relative options. It also has From Date, To Date, From Time, and To Time fields.
- Field Selector:** A grid of checkboxes for various fields such as ACD, ACWTIME, ASST\_RELEASED, ANH\_LOCID, ANSHOLDTIME, ANH\_LOON, ANH\_REASON, ASSEST, AUDIO, CALLED, CALLING\_ID, CALLING\_PTY, CONFERENCE, CONSULTTIME, CWC1, CWC2, CWC3, CHECK, CWC4, CWC5, DA\_QUEUE, DELETED\_NUM, DISPECTOR, DISPOSITION, DISPPRIORITY, DISPKLEVEL, DISPLIT, DISPTIME, DISPVON, DURATION, EQ\_LOCID, EQLOC, EVENTS, EVENTS2, EVENTS3, EVENTS4, EVENTS5, EVENTS6, EVENTS7, EVENTS8, EVENTS9, FIRSTVON, FIRSTVECTOR, HELD, HOLDABN, LASTCWC, LASTDGT, LASTDGT2, LASTDGT3, LASTDGT4, LASTDGT5, LASTDGT6, LASTDGT7, LASTDGT8, LASTDGT9, LASTDGT10, LASTDGT11, LASTDGT12, LASTDGT13, LASTDGT14, LASTDGT15, LASTDGT16, LASTDGT17, LASTDGT18, LASTDGT19, LASTDGT20, LASTDGT21, LASTDGT22, LASTDGT23, LASTDGT24, LASTDGT25, LASTDGT26, LASTDGT27, LASTDGT28, LASTDGT29, LASTDGT30, LASTDGT31, LASTDGT32, LASTDGT33, LASTDGT34, LASTDGT35, LASTDGT36, LASTDGT37, LASTDGT38, LASTDGT39, LASTDGT40, LASTDGT41, LASTDGT42, LASTDGT43, LASTDGT44, LASTDGT45, LASTDGT46, LASTDGT47, LASTDGT48, LASTDGT49, LASTDGT50, LASTDGT51, LASTDGT52, LASTDGT53, LASTDGT54, LASTDGT55, LASTDGT56, LASTDGT57, LASTDGT58, LASTDGT59, LASTDGT60, LASTDGT61, LASTDGT62, LASTDGT63, LASTDGT64, LASTDGT65, LASTDGT66, LASTDGT67, LASTDGT68, LASTDGT69, LASTDGT70, LASTDGT71, LASTDGT72, LASTDGT73, LASTDGT74, LASTDGT75, LASTDGT76, LASTDGT77, LASTDGT78, LASTDGT79, LASTDGT80, LASTDGT81, LASTDGT82, LASTDGT83, LASTDGT84, LASTDGT85, LASTDGT86, LASTDGT87, LASTDGT88, LASTDGT89, LASTDGT90, LASTDGT91, LASTDGT92, LASTDGT93, LASTDGT94, LASTDGT95, LASTDGT96, LASTDGT97, LASTDGT98, LASTDGT99, LASTDGT100.
- Expression Builder:** A section for building complex queries using fields, operators, and logical operators.
- Sorting Fields:** A section for sorting the results by various fields.
- Query Results:** A table showing the results of the query, including columns for Type, Description, Mode, Start End Days, From Date, From Time, To Date, To Time, Condition(s), Sort Order, Created On, Created By, and Userid.