What You Need to Know, When You Need to Know It
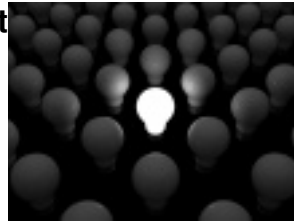
VMS business intelligence in deliveried in two basic forms, a graphical Dashboard and a comprehensive set of standard reports. Together these provide the telecom service provider insight into the commercial, operational situation and forward-looking aspects of the business running on the VMS solution.

The reports fall into two (2) broad areas, commercial and facilities management and generally into three (3) timeframes, near-term (daily), intermediate (weekly) and long-term (monthly).

For commercial insight the basic reports consist of the traffic carried with rated value and associated cost representing gross profit. For facilities management and planning the standard key performance indicators (KPI) include Calls Attempted, Calls Connected, Minutes of Talk Time, ASR, ACD over a period of time provide an understanding of the performance and help pinpoint areas that may require investigation. Of course there are proactive alerts that are generated automatically whenever there is an unexpected behavior. Also the Dashboard provides a near real-time view at a glance the overall situation showing the KPIs and associated criteria configured by the telecom service operator.

A list of standard reports includes:

- Daily Traffic Summary by Destination
- Weekly Traffic Trend Analysis
- Monthly Traffic Reports
- Traffic to Destination Summary by Customer
- Traffic Summary by Customer
- Traffic Summary by Suppliers
- Traffic Profile by Hour of the Day
- Retail Traffic by Source

The ability to specify the selection criteria, sorting and date ranges for the standard reports is provided both for ad hoc and periodic reports.

These reports can be run on an ad hoc basis or can be configured to run on a periodic basis with results delivered by various means (email, shared) and in different formats (.csv, .xls, .pdf). By providing delivery to a report server the load on the email storage is lessened as the reports may be accessed via a web browser. This approach also reduces the need to print out reports saving paper.