

INFINITI SUITE



RegReporter

Reporting
capabilities and
utility tools to
effortlessly
configure Genesys
PureConnect

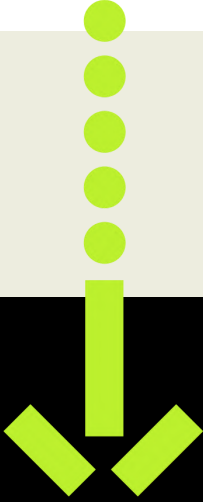
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Better monitoring. Better reporting.

RegReporter is a value-added tool from our Infiniti solution suite that enhances REPORTING capabilities and provides additional UTILITY TOOLS that simplify the configuration of your Genesys solution. Developed in direct response to user frustrations related to managing the PureConnect environment, RegReporter instantly gathers and displays critical data that would otherwise take countless hours, clicks and patience to assemble using Interaction Administrator.

Try our RegReporter FREE on demand trial version to discover how you can navigate with simplicity and ease. Purchase the full version that includes exclusive advanced features and functionalities. No software installation or configuration required.



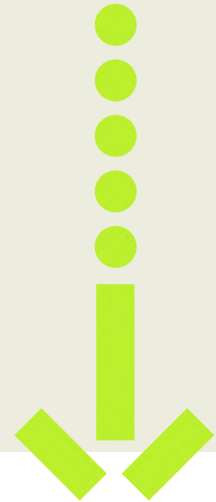
Better monitor your
licencing costs with
licence reporting

RegReporter generates reports that help track your license distribution and utilization across your organization. In just a few clicks, instantly obtain a single view of all Genesys licences assigned per user.

Compare the number of licences purchased versus the number of licences actively being used. Pinpoint the number of unassigned licences at-a-glance and limit the risk of unnecessarily purchasing additional ones. Licence reports are generated in Excel and include the following information:

- / Workstation name or user account ID
- / User display name
- / True or false values to indicate if the license is active
- / Licence by type
- / Last time a station or user connected to an interaction
- / User or station localization information
- / User department name, as listed in your main directory
- / And more

Maximize your PureConnect investment.



Features

/ Reduce configuration mistakes

Using the RegReporter interface, you can display two configuration elements side-by-side, automatically highlighting the differences in yellow. Instantly identify and avoid common configuration mistakes, while saving your technical resources a significant investment in time.

/ Flawlessly document your call flows

Use RegReporter drawing functionalities to seamlessly outline your call flows. A visual representation of your Interaction Attendant configuration is easily and quickly scripted.

Many More Functionalities Available:

- / Attendant Report** displays all your attendant profiles (DNIS and schedules)
- / Station Report** lists all phones configured in your system, with their MAC addresses
- / User Skills Report** displays user skills, proficiencies, licence usage, and inheritance
- / Role Reports** enables you to select specific roles with matching user accounts
- / Station Group Membership Report** showcases every station group configured in your system, and indicates the stations allocated to each group
- / SOAP Tool** streamlines the process of sending SOAP Listener requests to a PureConnect server
- / Skills Research** enables you to search skills based on a user name, skill name and inheritance
- / Custom Attribute Research** provides the ability to effectively search attributes for users, workgroups and roles



Get Infiniti RegReporter