NORALOGIX

POWERED BY OUR CLIENTS

Lorem ipsum

REPO 361

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REPO 361

SAAS Shared Client Reporting and Dashboard Application

24-Hour Preventative support

UX QA Trend Analytics

Microsoft Azure Client Reqion Hosted and Secured
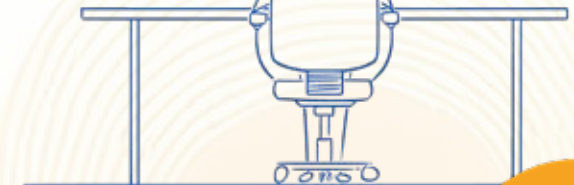
Monthly cost and time saving

Drill Down Reporting

Add-On Requerments Suited for client persnizilsation

Genesys Premium Application

Free Raw Data CSV & API Formatting

Live Genesys Cloud Data

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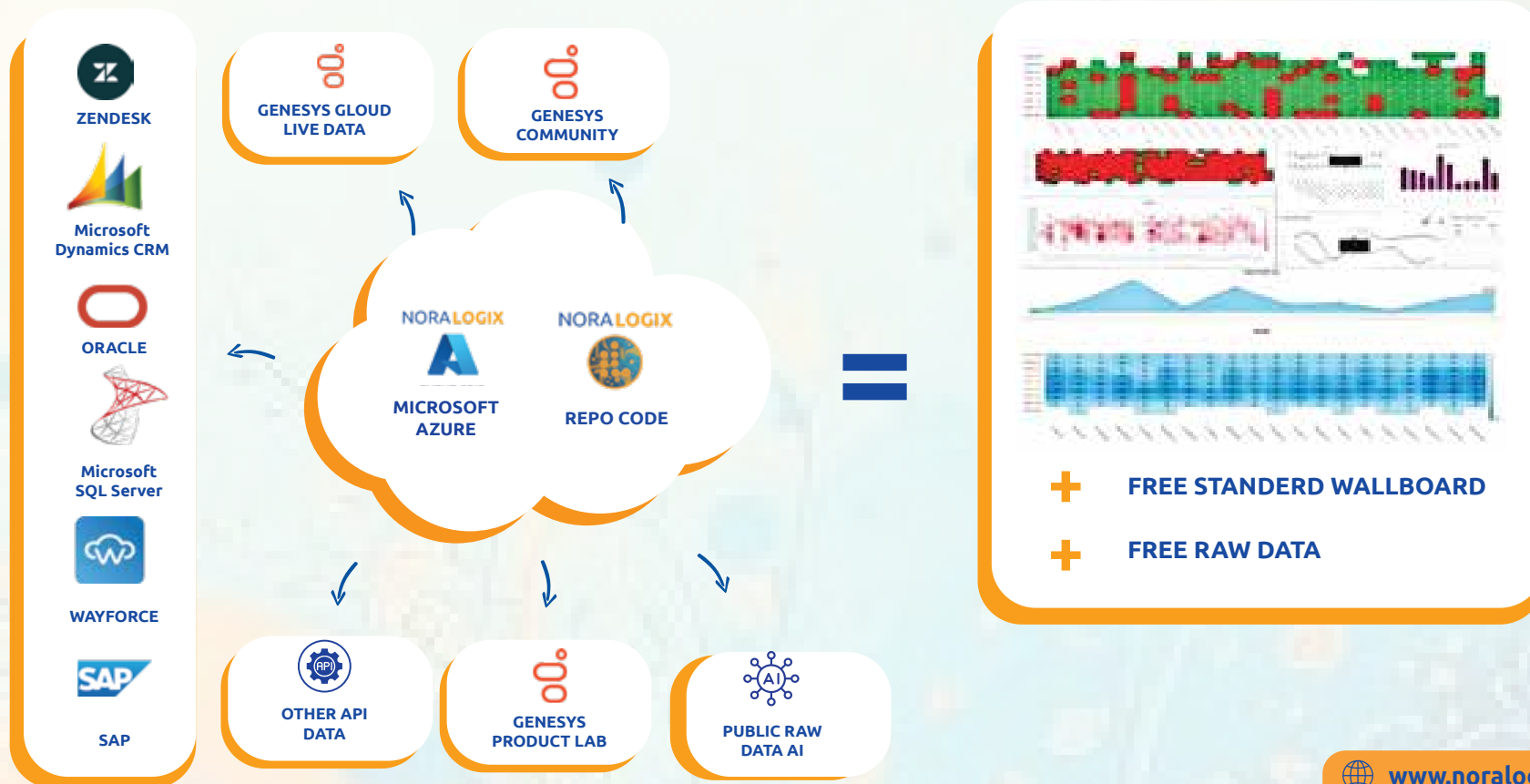contactus@noralogix.com

REPO 361

The REPO is a lot more than just a Genesys Cloud data application. The REPO has been built to take a clients 360 degree view into consideration. Data from items like SAP, Salesforce, MS SQL, Oracle Siebel, Zendesk, Dynamics 365 are workable along with Genesys Cloud data in the REPO. Not only data items but other API's are all accessible through the REPO. Client requests in Genesys community as well as Genesys Ideas have been added at the requests of clients to the REPO.

These are outstanding GENESYS Cloud ideas gathered over an hour search that The REPO has already built as per Noralogix client requests. Does The REPO cover everything, no, but, if you are a client, we build your additional requirements at no additional cost, if these ideas bring value to The REPO. The REPO will always be an evolving application not like your other traditional product offerings.

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REPO BLUEPRINT OVERVIEW

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ZENDESK

Microsoft Dynamics CRM

ORACLE

Microsoft SQL Server

WAYFORCE

SAP

GENESYS GLOUD LIVE DATA

GENESYS COMMUNITY

NORALOGIX
MICROSOFT AZURE

NORALOGIX
REPO CODE

OTHER API DATA

GENESYS PRODUCT LAB

PUBLIC RAW DATA AI

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+ **FREE STANDERD WALLBOARD**

+ **FREE RAW DATA**

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REPO BLUEPRINT CLIENT BENEFIT OVERVIEW

Client gets 3 days per month additional free addon Noralogix REPO requests for Genesys Cloud Analytics API, provided the data is not already available in the REPO

Noralogix the REPO has an open API frame with the ability to access any API and add information to Noralogix the REPO. Development outside Genesys Cloud once off cost

Noralogix current the REPO client requested API addons. Development outside Genesys Cloud once off cost

Noralogix the REPO code installed, updated, and secured in client MS Azure region instance Other cloud storages also integrate into the client MS Azure region

Noralogix recommends using Noralogix MS Azure as storage for additional development

Data stored in Noralogix MS Azure for real time additional addons data in the REPO request has a monthly cost for data

Genesys Cloud RAW data and Genesys Cloud standard wallboard FREE to 12 month committed the REPO clients. Additional custom wallboard features to the standard wallboard billable once off cost

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REPO SETUP OVERVIEW

Before installing the REPO, the following URL's should not be blocked by the City of Logan network team, as these are direct URLs required for usage of the REPO

GUI deployed as a new Azure Component
– Azure Static Apps
  https://apps-au.repo361.com
  API
  https://apim-repo-prodau.azure-api.net

Make sure you are an Administrator on your Genesys Cloud ORG

Login to Genesys Cloud ORG or click on the below link and then login to your Genesys Cloud ORG

The REPO access

The REPO install will take 2 minutes
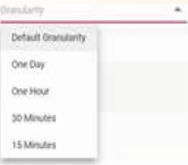
You are now logged in

Terms and conditions for your reference

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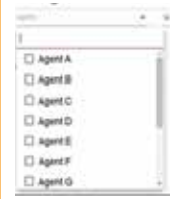
THE REPO TRAINING   REPO KEY

📊	**SELECT TABLE**	SELECT TABLE: SELECT OR RETURN TO TABLE
📊	**SELECT TABLE**	COLOUMN, BAR, LINE, AREA, SCATTER, POLAR, STACKED COLOUMN, STACKED AREA, STACKED BAR, STEP LINE, STEP AREA, SPLINE, 100% STACKED COLOUMN, 100% STACKED BAR, 100% STACKED AREA, BUBBLE, PARETO, RADAR, PIE, DOUGHNUT, FUNNEL, PYRAMID OR RETURN TO TABLE.
📤	**EXPORT TO**	PDF, EXCEL. CSV
⚙️	**SUB TOTALS**	SHOW, DO NOT SHOW, SHOW ROWS ONLY
🛢️	**GRAND TOTAL**	SHOW, DO NOT SHOW, SHOW ROWS ONLY
▦	**CONDITIONAL FORMATTING**	• ADD MULTIPLE CONDITIONS • LESS THAN, LESS THAN OR EQUAL TO, GREATER THAN, GREATER THAN OR EQUAL TO, EQUALS, NOT EQAULS, BETWEEN, NOT BETWEEN • TEXT AN COLOUR FORMATTING

▦	**FIELD LIST**	• SELECT FIELDS • SELECT FILTERS NOT REQUERED FOR DIRECT BACK END DATA • SELECT COLOUMNS NOT REQUERED FOR DIRECT BACK END DATA • SELECT ROWS FILTER BY MEMBER, VALUE , LABEL • SELECT VALUES FILTER BY SUM, COUNT, DISTINCT COUNT, PRODUCT, MIN, MAX AVG, MEDIAN, INDEX, POPULATION VAR, SAMPLE VAR, POPULATION STDEV, SAMPLE STDEV, RUNNING TOTALS, % OF GRAND TOTAL, % OF COLOUMN TOTAL, % OF ROW TOATAL, DIFFERENCE FROM, % DIFFERENCE FROM, % OF PARENT TOTAL

🔑	**MEDIA SELECTION**	**MEDIA SELECTION**
🔑	**GRANULARITY SELECTION**	**GRANULARITY SELECTION**
🔑	**SYNCHRONIZE**	• CLICK 'SYNC' IF A NEW AGENT IS ADDED TO GENESYS CLOUD AND DATA ISREQUIRED IMMEDIATLYON THIS AGENT • CLICK 'SYNC' IF A NEW WORKGROUP QUEUE IS ADDED TO GENESYS CLOUD AND DATA IS REQUIRED IMMEDIATLY ON THIS WORKGROUP QUEUE Sync agent, queue, wrap up names
🔑	**BILABLE QUEUES**	• SELECT WORKGROUP QUEUES DATA IS REQUIERD FOR • BY DEFAULT , ALL WORKGROUP QUEUES ARE ADDED • IF CLIENT DELETES WORKGROUP QUEUES DATA WILL NOT BE SHOWN FOR THE DELETED WORKGROUP QUEUES Select billable queues
🔑	**SIGNED OUT**	**SIGN OUT OF REPO** Signed in as Warren Beddie

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	FIELD DRILLDOWN	STARS WITH, ENDS WITH, CONTIANS, EQUAL, NOT EQUAL
	KEY	SELECT MONITORING TIME FOR STATUS CHOOSE ACCEPTABLE LIMIT FOR STATUSES

	DRAG COLOUMN HEADER HERE TO GROUP ITS COLOUMN	• DRAG A FIRLD COLOUMN IN THIS TEXT SPACE • DRAG MULTIPLE FIELD COLOUMNS • DRAG COLOUMN ORDER FOR VIEWING AND EXPORTING STAYS THE SAME
	FIELD LIST	SELECT AND DESELECT COLOUMN FIELDS REQUIRED

	PRINT	PRINT REPORT
	EXCEL EXPORT	EXPORT REPORT TO EXCEL
	PDF EXPORT	EXPORT REPORT TO PDF
	CSV EXPORT	EXPORT REPORT TO CSV

	DATE TIME SELECTION	• CUSTOM RANGE DATE TIME SELECTION • THIS WEEK, THIS MONTH, LAST 10 DAYS, LAST 30 DAYS

	DIRECTION SELECTION	MEDIA DIRECTION SELECTION

	QUEUE SELECTION	WORKGROUP QUEUE SELECTION

	AGENT SELECTION	AGENT SELECTION

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The REPO settings raw data csv. These are all the csv's broken down into categories for everything Genesys Cloud analytics

Voice Daily Metrics
Voice daily totals drill down (granular) by date

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Voice daily totals drill down (granular) by date

Daily Team Adherence
By workgroup queue by agent by date. Status settings customizable allowing for a quick view of agent statuses that were in or out of adherence

Conversations
All Genesys analytics column selectable, customizable by drill down columns by workgroup queue by media type

Agent Metrics
Agent inbound and outbound daily interaction handling by workgroup queue by date by media type by agent by direction, column selectable

Agent Aggregate
Aggregate drill down (granular) by workgroup queue by agent by date by media type by direction. Viewable by data and graphs, column selectable
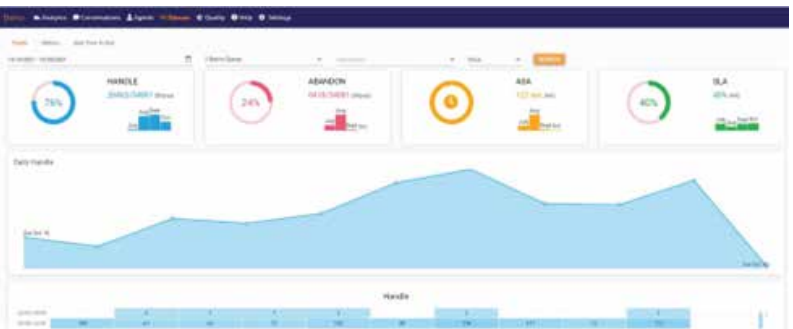

Agent Trend Analysis
Monthly trend comparison drill down (granular) by workgroup queue by agent by date by media type by direction. Viewable by data and graphs customizable by field type

Best Time To Dial
Status drill down (granular) by workgroup queue by agent by date

Trends
Quick queue visual trends for handled, SLA, ASA and abandon

Metrics
Status drill down (granular) by workgroup queue by agent by date by media type

Queues Best Time to Dial
Status drill down (granular) by workgroup queue by date

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Quality Evaluations
Step 1. A display of all queues in the company, click detail to go to agents in the queue

Quality Evaluation
Step 2. A display of all agents in a queue, click detail to go to agent detail

Quality Evaluation
Step 3. A display the agent detail. Get Score to view evaluator

Evaluators
Evaluate the evaluator

Question Groups
Critical score and total score by question group

REPO RAW DATA ACCESS

The following are requirements to access the REPO raw data access:
- 12 month commitment to the REPO unless agreed
- Access to the REPO through client login to active directory
- Client active directory email address stored in the REPO instance
- The REPO raw data 30-day storage then automatically deleted
- The REPO raw data access available in .csv and API format

REPO RAW DATA ACCESS

- See Terms and conditions for your reference for more detail
- As a standard the REPO caches data for agents, workgroups, and statuses
- The client is in full control for creating the Genesys Cloud security ID for the REPO raw data for their ORG
- The client has full access to the RAW data created for their ORG
- The client Administrator has a delete button under settings
- The delete button gives the client control over any data breach they have
- The delete button will delete any existence of their ORG on the REPO Noralogix instance

THE REPO SUPPORT

- See Terms and conditions for your reference point 39. Support Services for more detail
- support@noralogix.com

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