



The Complete Call Center Solution

supports inbound, outbound, blended, and predictive dialing campaigns.

Presentation

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028



What is Arrow AutoDial?

Arrow AutoDial is a complete software and VoIP solution for your Call Center, using the latest available technology. It is perfectly built for any Call Center size

It features all the advanced facilities you would expect a professional Call Center to have:

- Automatic Call Distribution
- Customer Info / CRM / Scripter & Interface Designer
- Several types of Dialers
- Interactive Voice Response
- SMS Solutions
- Analog & Digital Voice Recording
- Web Centralized Administration
- Supervision & Real Time Management
- Customized Reporting Management

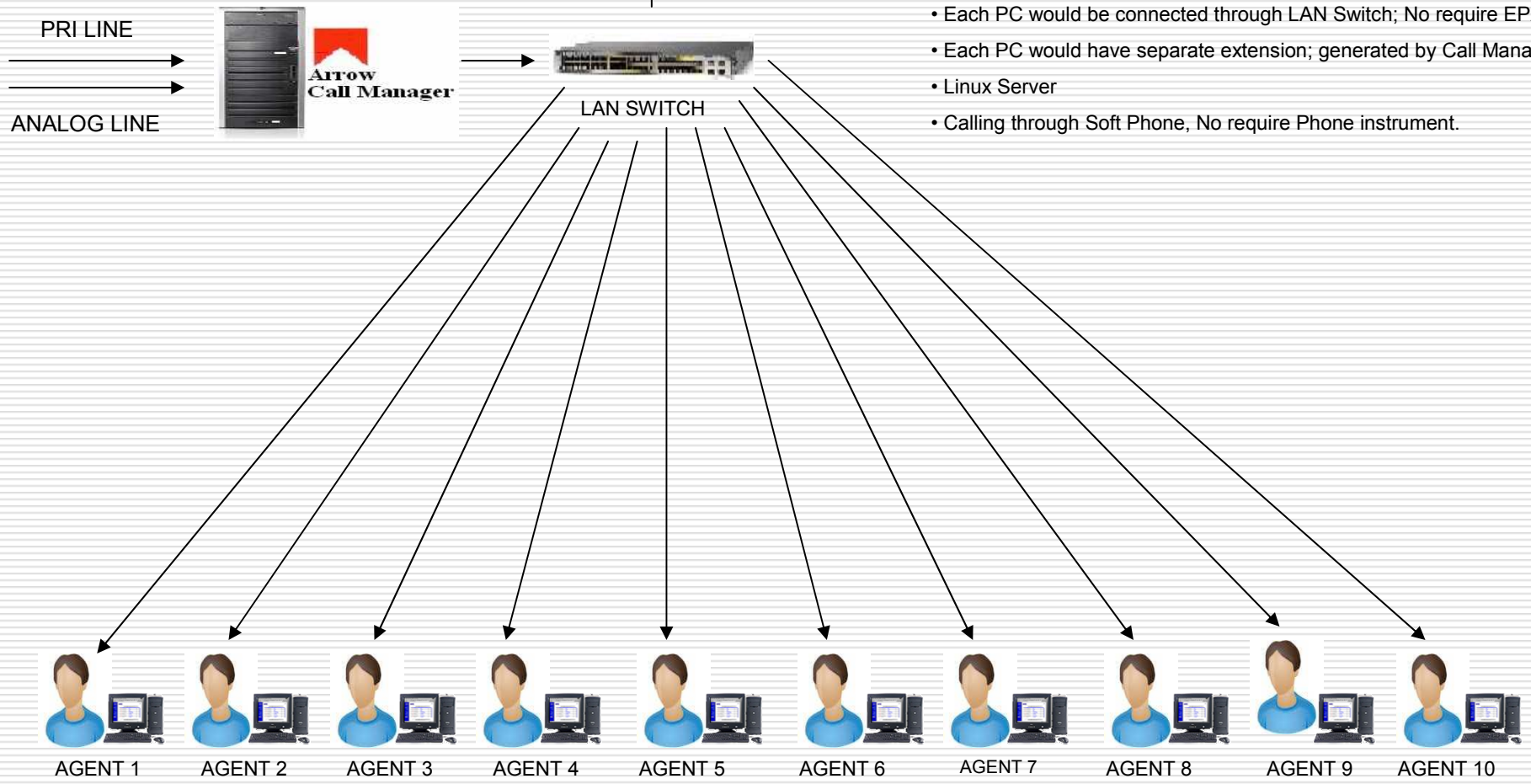
Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028



Basic Diagram

Technical Requirements



- Each PC would be connected through LAN Switch; No require EPABX
- Each PC would have separate extension; generated by Call Manager
- Linux Server
- Calling through Soft Phone, No require Phone instrument.

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028

Agent Login Screen



The screenshot shows the ARROW autodial Agent Login Screen. It features a green background with the ARROW autodial logo at the top. Below the logo, there are four input fields: Phone Login, Phone Password, User Login, and User Password. A Campaign dropdown menu is located below the password fields. At the bottom of the form, there are two buttons: SUBMIT and Refresh Campaign List. The version and build information are displayed at the bottom left of the screen.

Phone Login:

Phone Password:

User Login:

User Password:

Campaign:

VERSION: 2.2.1-260 BUILD: 100527-2211

Will identify the extension of the PC

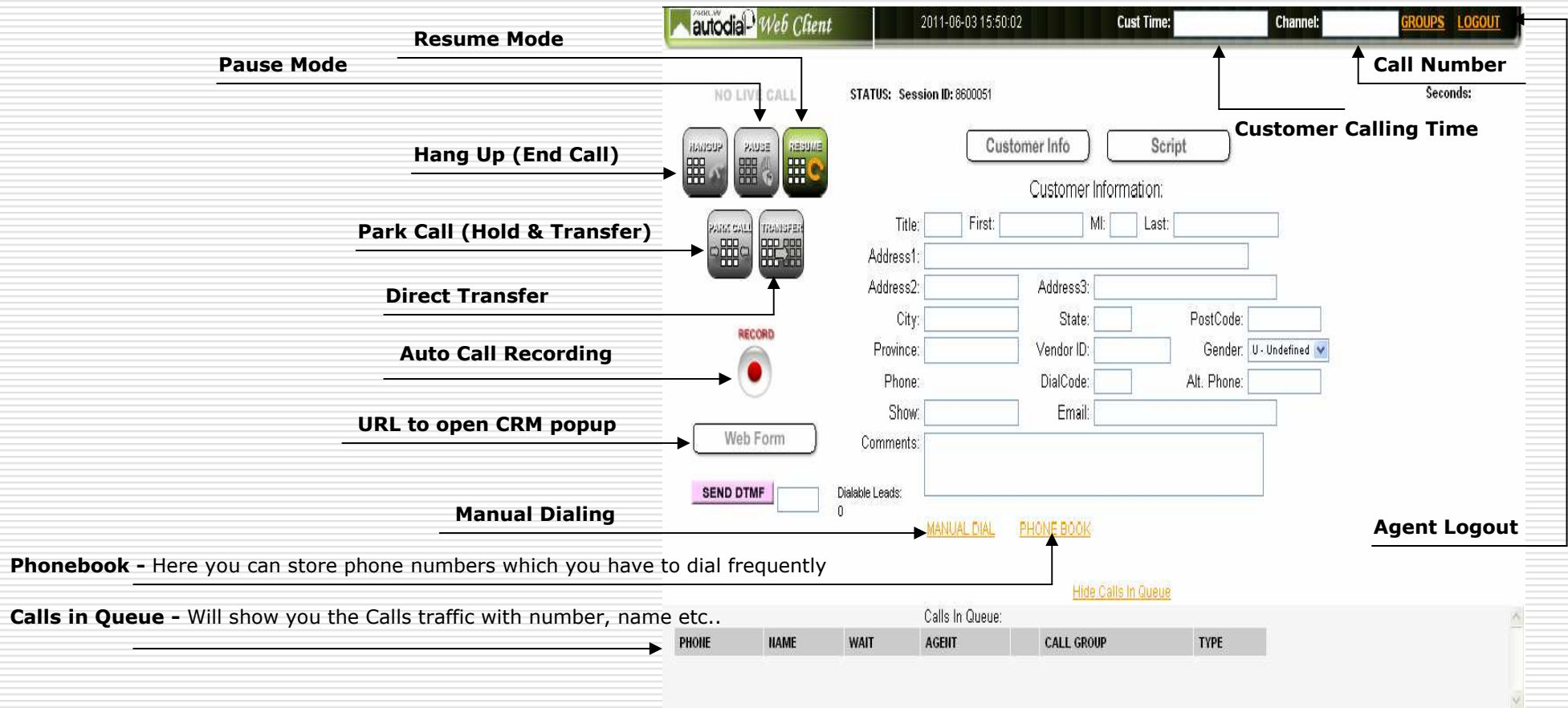
Will identify the user of the PC

Select the Campaign from list

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028

Agent Home Page



The screenshot shows the ARROW autodial Agent Home Page interface. The top navigation bar includes 'Web Client', the date '2011-06-03 15:50:02', 'Cust Time:', 'Channel:', and 'GROUPS LOGOUT'. The main content area is divided into several sections:

- Call Control:** Includes buttons for 'NO LIVE CALL', 'HANGUP', 'PAUSE', 'RESUME', 'PARK CALL', and 'TRANSFER'.
- Customer Information:** A form with fields for Title, First, MI, Last, Address1, Address2, Address3, City, State, PostCode, Province, Vendor ID, Gender (U-Undefined), Phone, DialCode, Alt. Phone, Show, and Email. A 'Comments' text area is also present.
- Call Management:** Includes a 'RECORD' button, a 'Web Form' button, and a 'SEND DTMF' button.
- Navigation:** Includes 'MANUAL DIAL', 'PHONE BOOK', and 'Agent Logout' buttons.
- Call Queue:** A table titled 'Calls In Queue' with columns for PHONE, NAME, WAIT, AGENT, CALL GROUP, and TYPE. A 'Hide Calls In Queue' link is also visible.

Annotations on the left side of the screenshot describe the following features:

- Pause Mode / Resume Mode:** Indicated by arrows pointing to the 'PAUSE' and 'RESUME' buttons.
- Hang Up (End Call):** Indicated by an arrow pointing to the 'HANGUP' button.
- Park Call (Hold & Transfer):** Indicated by an arrow pointing to the 'PARK CALL' and 'TRANSFER' buttons.
- Direct Transfer:** Indicated by an arrow pointing to the 'TRANSFER' button.
- Auto Call Recording:** Indicated by an arrow pointing to the 'RECORD' button.
- URL to open CRM popup:** Indicated by an arrow pointing to the 'Web Form' button.
- Manual Dialing:** Indicated by an arrow pointing to the 'MANUAL DIAL' button.
- Phonebook:** A text box explaining that this is where frequently dialed numbers are stored, with an arrow pointing to the 'PHONE BOOK' button.
- Calls in Queue:** A text box explaining that this shows call traffic with number, name, etc., with an arrow pointing to the 'Calls In Queue' table.

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028

Agent Home Page


2011-06-03 16:04:11
Cust Time: JUN 03 9:04:11 PM
Channel: DAHDI/1-1
GROUPS LOGOUT

LIVE CALL

STATUS: Called: (121)345-678 UID: M060316035500000010 Session ID: 8600052

Seconds: 14



Customer Info

Script

Customer Information:

Title: First: MI: Last:

Address1:

Address2: Address3:

City: State: PostCode:

Province: Vendor ID: Gender: U- Undefined

Phone: 121345678 DialCode: Alt. Phone:

Show: Email:

Comments:

LEAD PREVIEW

20110603-160354_121345678

START RECORDING

Web Form

TRANSFER CONFERENCE FUNCTIONS:

demoigroup - demoigroup LOCAL CLOSER

SECONDS: CHANNEL:

NUMBER TO CALL:

BLIND TRANSFER DIAL WITH CUSTOMER PARK CUSTOMER DIAL

CONSULTATIVE

DIAL OVERRIDE

HANGUP XFER LINE

HANGUP BOTH LINES

LEAVE 3-WAY CALL

End call after transferring

End call after conference

End call from conference

Calls In Queue:

Add no to transfer

Direct Transfer

3 way call conference

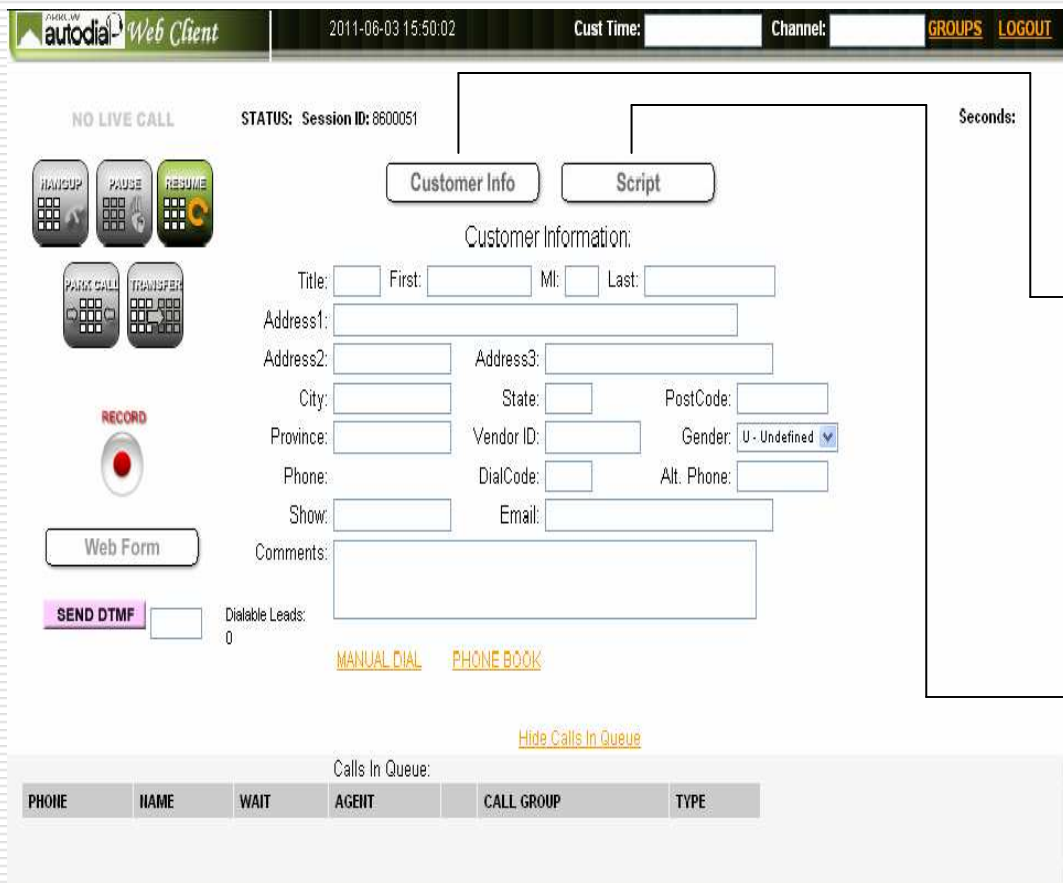
Hold & Transfer

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028

Automatic Call Distribution

Customer Info / CRM / Scriptor & Interface Designer



autodial Web Client | 2011-06-03 15:50:02 | Cust Time: | Channel: | GROUPS | LOGOUT

NO LIVE CALL | STATUS: Session ID: 8600051

Customer Info | Script

Customer Information:

Title: First: MI: Last:

Address1:

Address2: Address3:

City: State: PostCode:

Province: Vendor ID: Gender:

Phone: DialCode: Alt. Phone:

Show: Email:

Comments:

Web Form

SEND DTMF Dialable Leads: 0

MANUAL DIAL | PHONE BOOK

Hide Calls In Queue

Calls In Queue:

PHONE	NAME	WAIT	AGENT	CALL GROUP	TYPE

Automatic Call Distribution

With Inbound Automatic Call Distribution your contact center can handle any volume of incoming calls. Utilizing features like skills-based routing by assigning agent rank. Dial Connection ACD supports priority queuing, allowing customers who have been on hold the longest to be answered first.

Customer Info

Agent screen is designed with Customer Info so that whenever call receives if it's info had already been entered earlier then that will show all the filled details otherwise it will show blank fields and agent has to fill up at the time of tele conversation.

CRM (Customer Relation Management) (web form button)

At the time of receiving call; CRM popup will display that contain data entry fields, objections, drop down menu, calendar, selection button, and more. These objects can be connected to your company's database

Scripter & Interface Designer

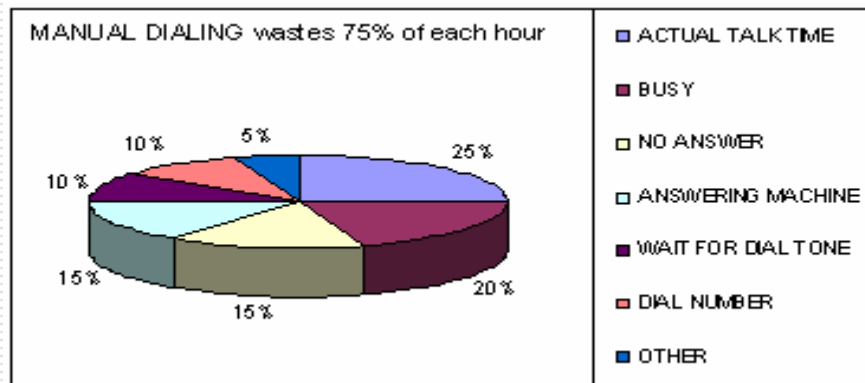
This is an actual application generator, allowing you to develop your scripts in a thin client environment; also useful for new agent

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Why Use Dialers?

Many organizations use telemarketing to generate leads and increase sales. The typical approach involves setting up a list of people to call, dividing and providing this list to telemarketing personnel and having them make calls to the people on the list. The problem with this approach is how much time it takes to get a live person on the phone. On average, if you are calling consumers at home during the permitted times for unsolicited telemarketing (9 AM to 9PM) you will reach live people with only 12% of the calls you dial. This means your agent has to manually dial many unsuccessful calls before getting a chance to speak with someone. After actually getting a live person on the line and making a presentation, the agent has to start the dialing process all over again. The frustration with getting someone on the phone is a large contributor to poor telemarketing agent morale. This is where predictive dialing can help. Instead of the agent handling the process of getting someone on the phone - the agent spends time productively - making presentations to live people.



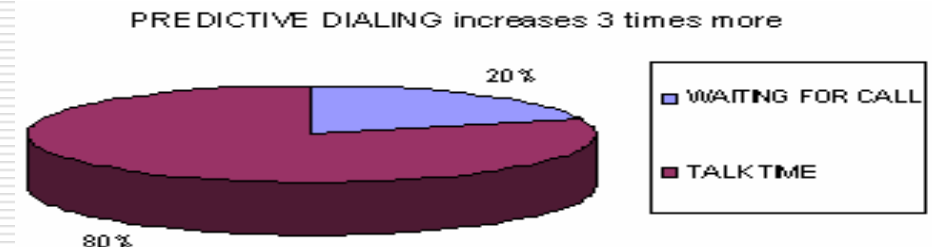
Several types of Dialers

•**Auto Dialer** - Phone system delivers a pre-recorded message to live answers and answering machines. If another call status is detected (busy, etc.), our phone systems can reschedule the call for a later time. Simple messages can be delivered or the call recipient can be presented with an IVR script that accepts touch phone responses.

The remaining auto dialer techniques are used in conjunction with call center phone agents. These agents are either local to the contact center or can be working from home or in remote locations.

•**Preview Dialer** - Phone agents view call information prior to the call being placed. The agent can decide not to initiate the call simply by clicking on option whether Dial / Skip.

•**Progressive Dialer** - This dialing method passes the call information to the agent at the same time the number is being dialed by the phone dialer. The agent usually has a few seconds to view the call information, but cannot stop the call process.



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Interactive Voice Response

SMS Solutions

Analog & Digital Voice Recording



Interactive Voice Response (IVR):

Integrated Voice Response, allows you to manage how your incoming calls are answered and directed. Set up an options menu for your service center so incoming calls go to where they are supposed to go. Inbound IVR can be used for virtually anything that involves a phone menu system such as appointment scheduling, account management, or bill payment. Use IVR to collect all of a customer's information so an agent has it when they answer the call.

SMS Solutions:

computer based system, wherein individualized or bulk messages can be sent and receive immediately on mobile devices. All you need to do is to select the recipient or group, type the message and the message gets sent immediately. The Application uses SMS router for sending/receiving messages.

Analog & Digital Voice Recording:

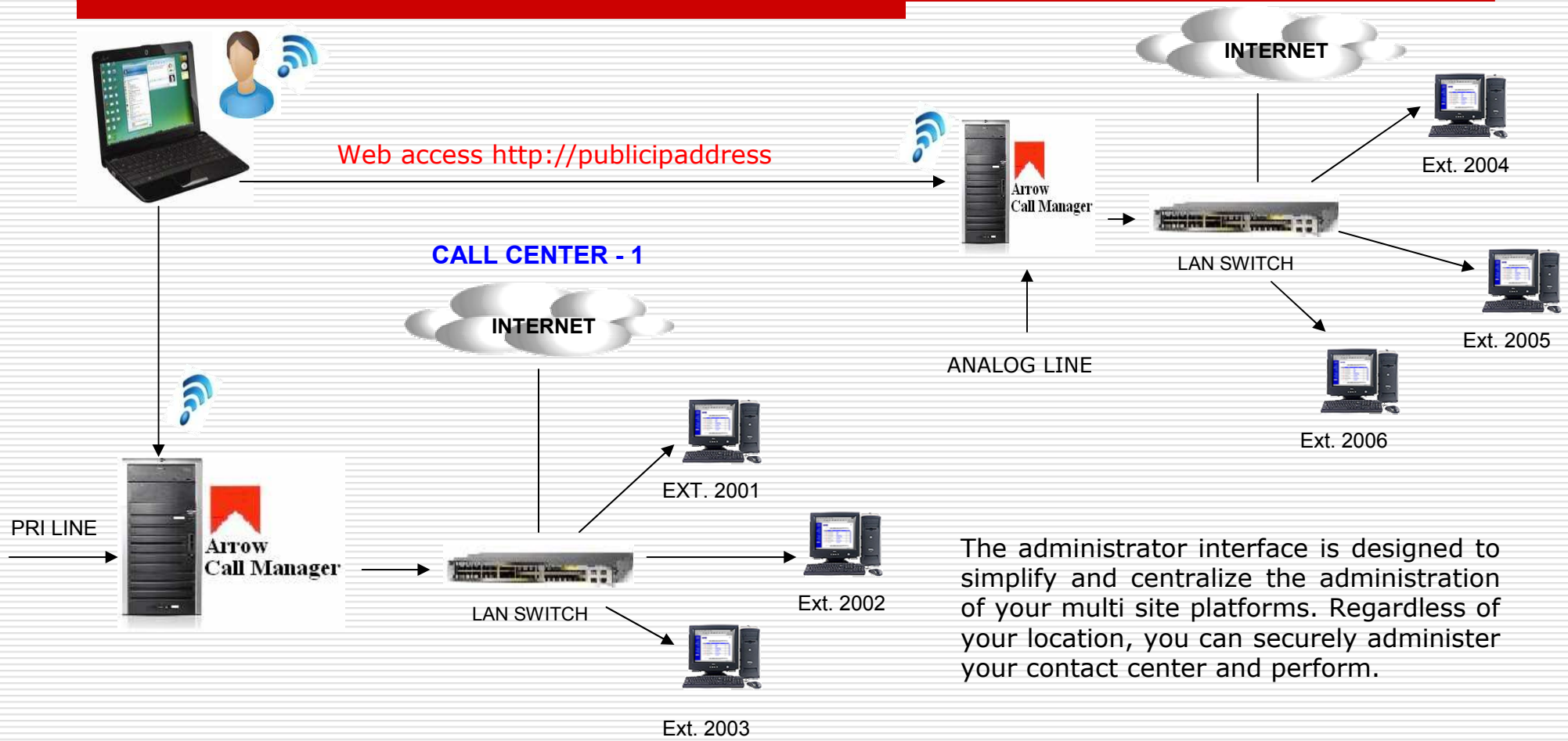
Unlimited Recording of Inbound or Outbound Calls with Quality Assurance.

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Web Centralized Administration

CALL CENTER - 2
Any where in the world



The administrator interface is designed to simplify and centralize the administration of your multi site platforms. Regardless of your location, you can securely administer your contact center and perform.

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Supervision & Real Time Management

[Users](#) [Campaigns](#) [Lists](#) [Scripts](#) [Filters](#) [In-Groups](#) [User Groups](#) [Remote Agents](#) [Admin](#) [Reports](#)

Real-Time Report
[STOP](#) | [SLOW](#) | [GO](#) [MODIFY](#) | [SUMMARY](#)

DIAL LEVEL: 0.5 TRUNK SHORT/FILL: / 0 FILTER: NONE TIME: 2011-04-26 14:30:09
 DIALABLE LEADS: 0 CALLS TODAY: 0 AVG AGENTS: 0.0625 DIAL METHOD: MANUAL
 HOPPER LEVEL: 101 DROPPED / ANSWERED: 0 / 0 DL DIFF: 0.0625 STATUSES: CA, CALLBK, LB, NR, N, CL
 LEADS IN HOPPER: 0 DROPPED PERCENT: 0% DIFF: 100.00% ORDER: DOWN

[+ VIEW MORE](#) [VIEW USER GROUP](#) [SHOW SERVER INFO](#) [HIDE WAITING CALLS](#) [SHOW IN-GROUP STATS](#) [SHOW PHONES](#) [SHOW CUSTPI](#)




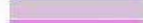







NO LIVE CALLS WAITING

1 agents logged in **0** agents in calls **0** agents waiting **1** paused agents **0** agents in dead calls

VICIDIAL: Agents Time On Calls Campaign: ALL-ACTIVE 2011-04-26 14:30:09

STATION	USER	SHOW ID	INFO	SESSIONID	STATUS	MM:SS	CAMPAIGN	CALLS	HOLD	IN-GROUP
SIP/cc104	agent004			8600052	PAUSED	2:14	DEMOCAMP	0		

1 agents logged in on all servers
System Load Average: 0.14 0.05 0.01

-  - Agent waiting for call
-  - Agent waiting for call > 1 minute
-  - Agent waiting for call > 5 minutes
-  - Agent on call > 10 seconds
-  - Agent on call > 1 minute
-  - Agent on call > 5 minutes
-  - Agent Paused > 10 seconds
-  - Agent Paused > 1 minute
-  - Agent Paused > 5 minutes
-  - Agent in 3-WAY > 10 seconds
-  - Agent on a dead call

Color coded agent statuses allow supervisors to glance at the floor map to easily see the current status of all agents

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Customized Reporting Management

Customized Reporting Management includes many industry standard reports to help your supervisors track system and agent statistical information.

Here are some **sample reports** that **can be customized** as per your requirements.

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Outbond Calls Report

Search MODE of CALLS between specific duration (e.g. Date)

Outbound calls report

Dates: to Type of Call: [DOWNLOAD | REPORTS](#)

Time: 2011-04-26 14:32:46

Time range: 2011-04-01 to 2011-04-26

- All
- Auto
- Manual
- All

Outbound Call Report - All

ID	Phone No.	Date	Campaign	User	Length (In seconds)
1	9825411684	2011-04-07 15:03:58	DEMOCAMP	agent004	13
2	9228812171	2011-04-07 15:05:02	DEMOCAMP	agent004	52
3	9228812171	2011-04-07 15:06:53	DEMOCAMP	agent004	48
4	9228812171	2011-04-07 15:08:31	DEMOCAMP	agent004	26
5	9624001654	2011-04-08 13:10:59	DEMOCAMP	VDAD	5
6	9227231501	2011-04-08 13:15:12	DEMOCAMP	VDAD	5
7	9624001654	2011-04-08 13:15:25	DEMOCAMP	agent004	32
8	9945859110	2011-04-08 13:16:38	DEMOCAMP	agent004	22
9	9624001654	2011-04-08 13:17:08	DEMOCAMP	VDAD	5
10	7965220003	2011-04-08 14:56:05	demoingr	VDAD	0
11	09227231501	2011-04-08 15:29:10	DEMOCAMP	agent004	8
12	9624001654	2011-04-11 13:49:27	DEMOCAMP	agent004	7
13	9227231501	2011-04-11 13:50:22	DEMOCAMP	agent004	32
14	9227231501	2011-04-11 13:51:35	DEMOCAMP	agent004	67
15	9227231501	2011-04-11 13:54:31	DEMOCAMP	agent004	19
16	9227231501	2011-04-11 13:55:51	DEMOCAMP	agent004	20
17	9227231501	2011-04-11 13:56:43	DEMOCAMP	agent004	44

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Inbound Calls Report

Search TYPE of CALLS between specific duration (e.g. Date)

Inbound calls report

Dates: to Type of Call: [DOWNLOAD | REPORTS](#)

Time: 2011-04-26 14:31:08

Time range: 2011-04-01 to 2011-04-26

- All
- Drop
- Queue
- Answer
- All

Inbound Call Report - All

ID	Phone No.	Date	Campaign	User	Queue Time
1	7966300177	2011-04-01 12:51:33	demoingroup	agent001	0.00
2	7966300177	2011-04-01 12:57:22	demoingroup	agent001	0.00
3	7966300177	2011-04-05 16:42:30	demoingroup	agent001	0.00
4	7966300177	2011-04-05 16:47:06	demoingroup	agent001	15.00
5	7926569439	2011-04-06 16:01:02	demoingroup	agent004	0.00
6	7926569439	2011-04-06 16:11:02	demoingroup	agent004	0.00
7	7926569439	2011-04-06 16:12:41	demoingroup	agent004	8.00
8	7965220003	2011-04-06 17:54:22	demoingroup	agent004	0.00
9	7965220003	2011-04-08 13:09:00	demoingroup	VDCL	0.00
10	7965220003	2011-04-08 13:11:40	demoingroup	agent004	19.00
11	7965220003	2011-04-08 13:15:37	demoingroup	agent004	24.00
12	7965220003	2011-04-08 13:17:47	demoingroup	agent004	73.00
13	7965220003	2011-04-08 13:22:25	demoingroup	agent004	16.00
14	7965220003	2011-04-08 13:25:23	demoingroup	agent004	24.00
15	7965220003	2011-04-08 13:32:20	demoingroup	agent004	23.00
16	7965220003	2011-04-08 13:33:34	demoingroup	agent004	0.00

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Recording Report

Search SPECIFIC CALL RECORDING between specific duration (e.g. Date)

Recording report

Dates: to
Phone Number:

[DOWNLOAD | REPORTS](#)

Time: 2011-04-26 14:33:26

Time range: 2011-04-01 to 2011-04-26

Recording Report				
ID	Date	User	File	Duration
1	2011-04-14 13:30:43	agent004	20110414-133041_9227231501	0.00
2	2011-04-14 13:30:45	agent004	20110414-133043_9227231501	
3	2011-04-14 13:30:41	agent004	20110414-133040_9227231501	0.02
4	2011-04-14 13:30:39	agent004	20110414-133036_9227231501	0.02
5	2011-04-12 12:20:58	agent004	20110412-122057_9227231501	0.13
6	2011-04-12 12:24:05	agent004	20110412-122403_9227231501	0.03
7	2011-04-14 11:13:42	agent004	20110414-111341_9227231501	0.25
8	2011-04-14 11:36:13	agent004	20110414-113612_9227231501	0.40
9	2011-04-14 12:20:08	agent004	20110414-122007_9227231501	0.48
10	2011-04-14 13:16:08	agent004	20110414-131607_9227231501	13.32
11	2011-04-16 18:11:32	agent003	20110416-181000_9227231501	4.75
12	2011-04-16 18:31:46	agent003	20110416-183145_9227231501	0.33
13	2011-04-16 18:35:07	agent003	20110416-183506_9227231501	0.78
14	2011-04-16 18:40:03	agent003	20110416-184002_9227231501	0.33
15	2011-04-16 18:47:05	agent003	20110416-184704_9227231501	
16	2011-04-22 16:21:05	agent001	20110422-162104_9227231501	0.35
17	2011-04-22 16:20:24	agent001	20110422-162020_9227231501	0.37

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Agent Days Status Report

Agent wise Day Calling Report with Call bifurcations

Agent Days Status Report

Dates:
Campaigns:

User:
Shift:
[DOWNLOAD | REPORTS](#)

User: agent001 Time: 2011-04-26 14:36:09 Time range: 2011-04-01 00:00:00 to 2011-04-26 23:59:59

Lead Stats Breakdown								
DATE	CALLS	Cicalls	DHC/CI%	CA	LB	CL	WH	HR
2011-04-01	4	2	0%	2	0	0	0	0
2011-04-05	2	2	0%	0	1	1	0	0
2011-04-13	7	6	0%	0	2	1	1	2
2011-04-15	11	10	0%	8	0	0	2	0
2011-04-16	1	1	0%	1	0	0	0	0
2011-04-18	4	3	0%	3	0	0	0	0
2011-04-19	7	5	0%	5	0	0	0	0
2011-04-20	3	1	0%	0	0	0	0	1
2011-04-22	8	7	0%	7	0	0	0	0
TOTALS	47	37	0%	26	3	2	3	3

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Agent Time Detail Report

Agent Time Breakdown of CALLS between specific duration

Agent time detail report

Dates: 2011-04-01 to 2011-04-26
Campaigns: -- ALL CAMPAIGNS --
 democamp
 TESTCAMP
User Groups: -- ALL USER GROUPS --
 ADMIN
 AGENTS
Shift: ALL

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Time: 2011-04-26 14:34:14

Time range: 2011-04-01 00:00:00 to 2011-04-26 23:59:59

Agent Time Breakdown										
User Name	ID	Calls	Time Clock	Agent Time	Wait	Talk	Dispo	Pause	Dead	Customer
agent004	agent004	76	0:00	17:56:60	7:45:01	42:27	26:25	9:03:07	12:38	29:49
agent003	agent003	15	0:00	1:44:17	1:09:34	13:44	2:31	18:28	2:08	11:36
agent001	agent001	37	0:00	18:29:01	7:39:25	1:12:32	1:09:10	8:27:54	37:08	35:24
<i>Totals</i>	<i>Agents: 3</i>	128	0:00	38:10:18	16:33:60	2:08:43	1:38:06	17:49:29	51:54	1:16:49

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Agent Performance Detail

Agent Time Breakdown of CALLS V/S Average

Agent Performance Detail

Dates: 2011-04-01 to 2011-04-26
Campaigns: democamp TESTCAMP
User Groups: ADMIN AGENTS
Shift: ALL

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Time: 2011-04-26 14:35:08

Time range: 2011-04-01 00:00:00 to 2011-04-26 23:59:59

Call Stats Breakdown: (Statistics related to handling of calls only)

USER NAME	ID	CALLS	TIME	PAUSE	PAUSAVG	WAIT	WAITAVG	TALK	TALKAVG	DISPO	DISPAVG	DEAD	DEADAVG	CUSTOM
agent001	agent001	37	3:46:12	1:02:07	1:41	22:26	0:36	1:12:32	1:58	1:09:07	1:52	37:08	1:00	35:24
agent003	agent003	15	25:49	4:28	0:18	5:06	0:20	13:44	0:55	2:31	0:10	2:08	0:09	11:36
agent004	agent004	76	4:21:55	2:31:44	2:00	55:51	0:44	41:21	0:33	12:59	0:10	12:38	0:10	28:43
TOTALS	AGENTS:3	128	8:33:56	3:38:19	1:42	1:23:23	0:39	2:07:37	1:00	1:24:37	0:40	51:54	0:24	1:15:43

← →

Pause Code Breakdown

USER NAME	ID	TOTAL	NONPAUSE	PAUSE	LOGIN	LAGGED
agent001	agent001	18:29:01	10:01:07	8:27:54	17:28	0:05
agent003	agent003	1:44:17	1:25:49	18:28	4:51	0:53
agent004	agent004	17:56:60	8:53:53	9:03:07	5:56:52	0:06
TOTALS	AGENTS:3	38:10:18	20:20:49	17:49:29	6:19:11	1:04

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Delete Calls Report

Delete Calls Recording between specific duration

Delete calls report

Dates: to

[REPORTS](#)

Time: 2011-04-26 14:37:05

Time range: 2011-04-01 to 2011-04-26

Delete Calls Report			
Sr. No.	User	Number of Files	Delete
1	agent001	8	Delete
2	agent003	15	Delete
3	agent004	31	Delete

Mr. Rajesh Simha

SRIPADA DATA SERVICES, No: 932, 22nd Main, 2nd Phase, J. P. Nagar, Bangalore – 560078. Ph: 91-80-26591661, 09886126028

Server Performance Report

Server Consumption between specific duration

Server Performance report

Date/Time Range: to Server:

[REPORTS](#)

Server Performance Report

Server Performance Report	2011-04-26 14:37:48
Time range:	2011-04-21 09:00:00 to 2011-04-26 15:30:00

TOTALS, PEAKS and AVERAGES

Total Calls in/out on this server:	10
Total Off-Hook time on this server (min):	3.66
Average/Peak channels in use for server:	1.1358 / 8
Average/Peak load for server:	45.2593 / 259
Average USER process cpu percentage:	4.8597 %
Average SYSTEM process cpu percentage:	7.1549 %
Average IDLE process cpu percentage:	88.3163 %

LINE GRAPH

rows	84136
tick	120 minutes
scale	30 minutes

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Call for Demonstration

SRIPADA DATA SERVICES

No : 932, 22nd Main , 2nd Phase

J. P. Nagar, Bangalore – 560078.

Office Ph: 91-80-26591661.

E-Mail: sripadadataservices@gmail.com

Contact - Mr. Rajesh Simha

Mobile – 09886126028

Thank you for sparing your valuable time with us
