



- SmartSync for Dummies
- Maximize gains from your investment in SmartSync
- On-demand & Scheduled imports/exports from TotalView
- Powerful browser based interface
- Strong System Security & Audit logs
- Cloud Ready

Overview

TotalView Workforce Management software gives your contact center just what its name promises: total visibility into every area of your operation. Visibility you need to deliver customer-winning service at the lowest possible operating cost. It helps your center forecast and plan more accurately and schedule more effectively. IEX TotalView holds a wealth of valuable information in its database information that is crucial for the operation and useful for many other applications within the center and the enterprise. SmartSync Exchange provides this valuable information in XML format to Users for custom reporting and use by 3rd party systems.

SmartBridge provides advanced, trouble free and seamless Interface with ease of use to IEX users to integrate SmartSync with other applications including: quality monitoring, eLearning, human resources, employee resource management, performance management, agent scorecards, payroll, time keeping, custom applications, ACDs, email, other contact routers and IVR employee access etc.

SmartBridge is a user friendly tool capable of importing and exporting data from TotalView database using SmartSync. SmartBridge can bring in great savings to business by saving time to create xml files and running Unix commands. The SmartBridge system includes a comprehensive online help and reference tool that explains each function and references information regarding SmartBridge export/import programs, fields, and buttons.

Business Gain

Smart Bridge enhances usability of various import /export programs provided by Smart Sync. It provides simple interface to set parameters and command lines for imports / Exports in very easy manner.

It also provide capability to convert output files produced by SmartSync into various formats such as Excel, CSV etc.

Imports Categories Supported	Exports Categories Supported
Agents Forecasts MU Opens Agent Schedule Changes Vacation Summary History Information	Agents (14 exports) Call Type (5 exports) Management Units (3 exports)

Implementation Benefit

- **Thin Client Architecture** - Uses web browser as a client, reducing IT overheads for installation and supporting it.
- **Cloud Environments** - SmartBridge is cloud ready.
- **Integration Options** - SmartBridge can provide seamless Integration with External Systems through our development services using methodology of your choice such as Web Services, store/forward, HTTP POST/ WCF etc.

System Features:

Ease of Use

- **Powerful User Interface** - With it end user doesn't need to be technically sound (creating xml files, Unix).
- **On-Demand & Scheduled Import/Export** - Automates frequent imports/ exports to Smartsync through Scheduler.
- **Simplified Data Export Process** - Simplified and efficient options for generation of regular and advanced configuration files by utilizing SmartBridge Templates. Provides capability to generate excel files from XML/TXT output files produced by SmartSync.
- **Simplified Data Import Process** - Easy setup of files to be imported & support for data to be submitted in excel sheets.
- **Simplified Processing of Errors**

Simplified Integration to SmartSync Exchange

SmartBridge integration can be customized based on customer requirements.

- **Single Step** - In single step, tasks of SmartBridge and SmartSync are executed seamlessly. Processing of source file, generation of command line and processing of output data all are done in a single step and are linked to a single schedule.
- **Dual Step** - Dual step option is targeted for advanced environments wherein user would control SmartBridge and SmartSync tasks separately
 - **Pre Execution** - SmartBridge tasks -Processing of source file, generation of command line form the first step. In this step, customer can link schedule with template to process source file and generate command line.
 - **Post Execution** - SmartSync tasks related to processing of output data are part of post execution step. Here customer can link schedule with template to process results of command execution at a different interval.

System Security

- **System Security** - SmartBridge system can meet custom Authentication and Authorization (Roles/Permissions) requirements.
- **Audit Trail** - Provides complete audit trail for maintenance activities and other transactional activities in the system.

Reporting

- **Custom Reports** - SmartBridge offers you optional custom reporting capabilities as per your need. SmartBridge can keep TotalView data in its own database to allow users to generate reports or use data in any other downstream system. Reports can be customized as per the user selectable window within a day, viz. Adherence or Time utilization report can be generated for a specific time range within a day.
- **Automatic/Scheduled Reports** - SmartBridge can provide capability to run reports on a pre-scheduled time.

SmartBridge Extension

Extensions to SmartBridge can be provided by our development team. Possible extensions include:

- **Customized Reporting** - Our team can help you get any kind of customized reports utilizing data stored during import/export processes
- **ETL/Data Transformation options** - We can write ETL modules to integrate with your external systems
- **Automated Feeds** - SmartBridge can provide capability to get/produce automated feeds from/to your external systems.



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