Access to Data
Your data, your way

Customers moving from on-premises to the cloud expect to have the same data access — and they should. Without faster data access, there are missed opportunities to align organizational goals to the KPIs that are the most important.

Alvaria is proud to provide a gateway to smarter, more efficient workforce management with more frequently updated data access. This redefines the way you connect with your data in the cloud, making it easier than ever to optimize your operations, enhance productivity, drive better decision-making, and reduce operational costs associated with maintaining hardware on-premises.

Whether you’re looking to streamline scheduling, access historical interaction data, boost performance, or improve engagement, you’re sure to have access to your data to achieve your goals.

Key Differentiators

Data Access in the Cloud
Unlock actionable insights, streamline operations, improve interactions, and optimize your workforce with direct data access in the cloud.

Advanced Analytics and Reporting
Facilitate informed decision-making and performance improvement with raw data to transform your organization.

Seamless Integrations
Ensure your existing software tools can effortlessly communicate and share information to enhance efficiency.
Key Components & Features

Access to Data in the Cloud
We understand the gap in data analytics is limited in the cloud vs. on-premises. Foster the power of real-time insights and informed decision-making with direct access to your data in the cloud.

• Provides direct and frequent access to raw workforce data for workforce planners or dialer administrators conducting proactive outreach
• Reliable and versatile storage solution for businesses of all sizes to minimize expenses associated with long-term data storage
• Allows for a holistic view of data flow including historical trends, performance metrics, and predictive analysis for the opportunity to make data-driven decisions

Advanced Analytics and Reporting
Report on metrics and gain deeper insights into common trends bringing you a clearer understanding of your workforce activities, interactions, and overall business performance so you can drive improvements.

• Easily define specific KPI data elements and gain deeper insights into common trends to drive improvements and overall business performance
• Increased data accessibility in the cloud for greater support in data-driven decision-making
• Data to build in-house solutions like reports, dashboards, or other customer applications to provide operational insights into your contact center performance

Seamless Integrations
Your business relies on various software tools. When coupled with data from other Alvaria and third-party products, you can gain powerful hybrid metrics that contextualize activity with outcomes.

• Gain insights from other leading Alvaria solutions with easy data integrations — providing powerful hybrid metrics to contextualize activity with outcomes
• Powerful hybrid metrics when coupled with data from other Alvaria and third-party connectors like CRM or HR platforms to provide access to customer information and historical data from other departments, improving overall customer service
• Leverage data across your entire organization to better identify patterns and align strategies with business objectives

Key Benefits
• Lower operational costs compared to maintaining on-premises hardware
• Integration options to bring data from time management to other third-party BI tools
• Seamless, quick configuration and deployment
• Tailored per cloud customer and per cloud time management instance
• Protect your sensitive data at rest and in transit to ensure compliance and security
• Holistic view to identify patterns
• Align strategies with business objectives
• Unlimited storage capacity available upon request