

Hosttrak Service

Game Changer: Hosttrak Service

Nobody monitors, tracks and reports on the performance of host interfaces and the transactional performance of your Contact Portal like we do.

Hosttrak complements Contact Solutions' real time escalation processes so hosting issues are identified before they cause major problems or downtime.

It's part of our commitment to Continuous Improvement for our customers.

Overview

Hosttrak is a free service that we offer with all integrations. Hosttrak provides vital reporting about our host interface as it relates to both your Contact Portal and your contact center technologies. Hosttrak tracks the performance and content of remote HTTP host transactions, which provides engineering and operations personnel with a detailed performance audit of data integrations with remote customer systems, and identifies the success or failure of the transactions.

Hosttrak monitors all transactions on the front and back end, and tracks host transaction durations, what responses are returned, when time outs occur, and other

host-related events. We scrutinize this data to identify trends and possible issues. When a problem does occur, Hosttrak sends an alarm notification so outages are prevented, not endured.

Hosttrak monitors Contact Portal transactional performance by tracking three key pieces of detail for every transaction:

- Name of the transaction the Contact Portal sent
- Details of the transaction the Contact Portal sent
- Response the Contact Portal received back from the host. The tool then reports on successful, timed out, rejected, or errored transactions for easy performance reporting.

Continuous Improvement Metrics:

- Transactional Failure/Success Rate
- Average Duration
- Average Success Duration

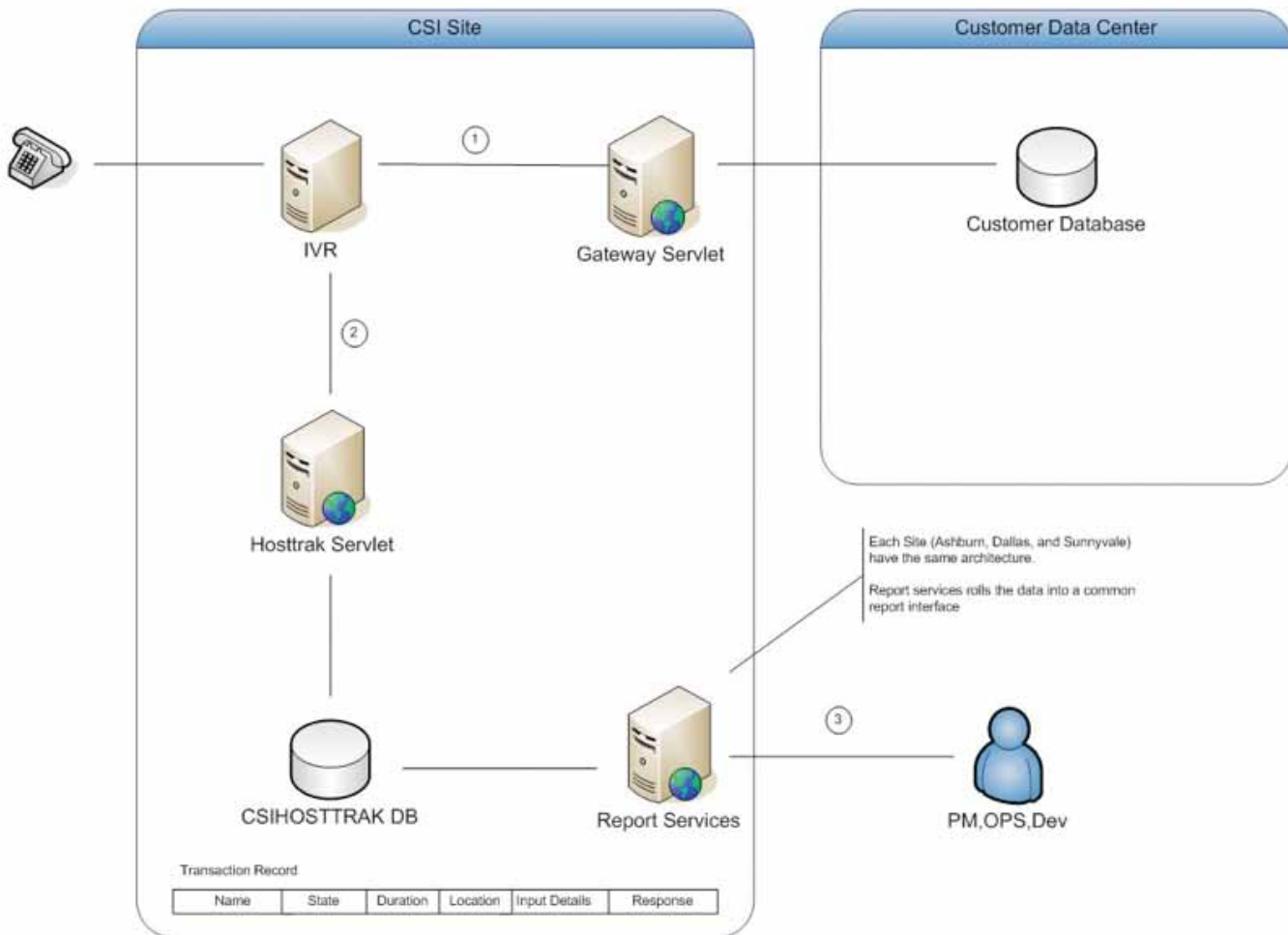
Hosttrak complements our real time escalation processes so hosting issues are identified before they cause major problems or downtime.

Business Benefits:

- Allows for overall host performance monitoring
- Reduces number of potential issues which can cause delays and other costly issues
- Ideal for resolving customer disputes because it provides details of each and every transaction

Technical Benefits:

- Proactively identifies and fixes problems before they become major issues
- Superior diagnostic capabilities
- Provides a consistent data structure
- Automates customer data imports
- Reduces development hours necessary to massage data



About Contact Solutions

Contact Solutions delivers on-demand contact automation services. The company's core business is to ensure its clients' self-service automation rates continue to increase well after the initial deployment. With its game-changing Continuous Improvement Practice and world-class hosting facilities, Contact Solutions is incentivized to continually find new contact center savings for their clients. By continuously identifying, implementing, and monitoring new contact automation opportunities, Contact Solutions consistently raises the bar on customer savings by reducing live-agent costs and stepping up the end-user experience.