

Flexible Extract, Translate and Load (ETL) Share files with your Contact Portal without worry or guesswork



Game Changer: Flexible ETL Service

Our closed loop architecture makes our Flexible ETL system superior to other IVR data transmission services.

Email alert process lets you know when you need to retransmit.

Reports generated daily

Data replicated across our sites

Customizable and flexible for inbound or outbound campaigns and reporting applications

It's part of our commitment to continuous improvement for our customers.

- Reporting services - reports generated each day telling us what Flexible ETL did that day
- All data you send to us is replicated across our sites so we have data backups if one site should go down

Technical Benefit:

- Utilizes a consistent data structure
- Automated import of customer data file, reducing development hours to message data
- Customizable to integrate with OLAP and our reporting services
- We modify our ETL system to receive transcription reports into our transcription system to support surveys or reports
- We use ETL to drive our outbound campaigns as well as our inbound systems so we can receive dial records and load into an outbound call campaign
- Flexible file formats including XML, comma delimited, fixed or variable formats, CDF

How Flexible ETL Works

The ETL service is an automated system that extracts customer data from text files, translates the data into an IVR appropriate format, and loads transformed data into a configuration database for access by the IVR. Customer text file processing can then occur manually or we can schedule Flexible ETL to process the files on a routine basis.

Overview

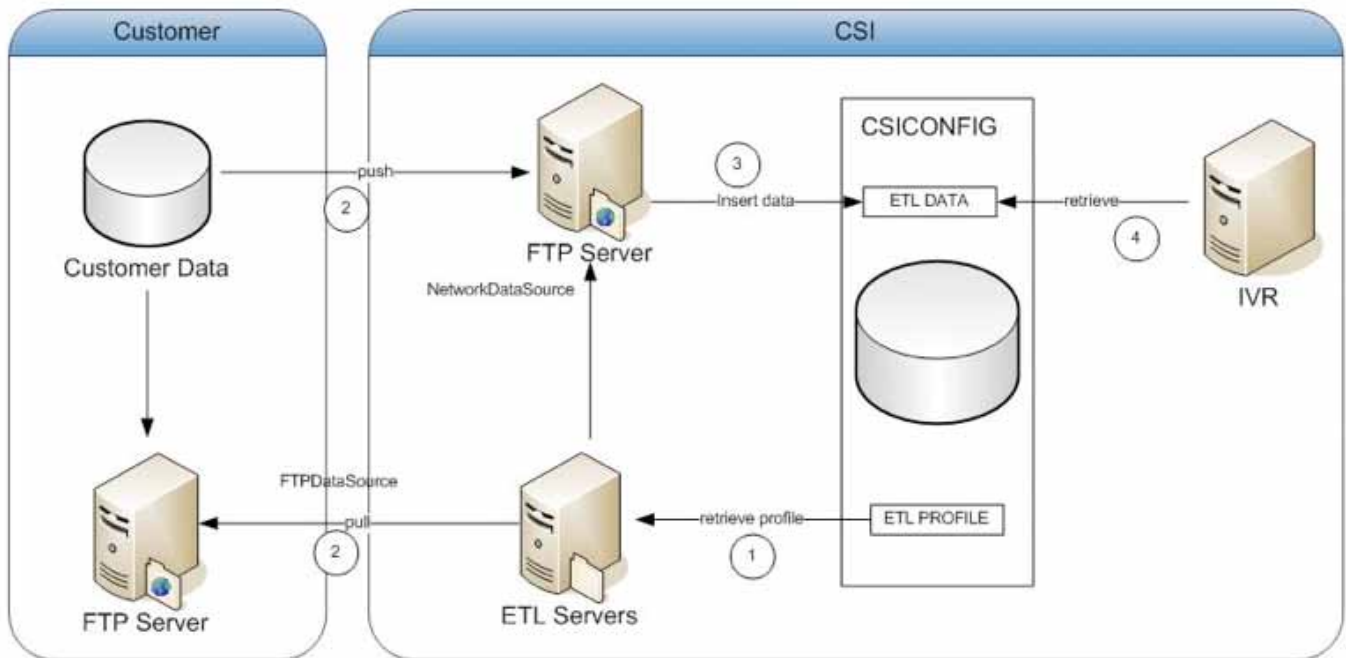
Our Flexible Extract, Translate and Load (ETL) service allows you to receive, transmit and track batch call files or other data from our Contact Portal.

Most ETLs are open-looped systems: the ETL transmits data without a means to confirm that data was received intact and on time. Our ETL architecture is a closed loop system that knows when data should be received and alerts us automatically if there are receiving errors or if a transmission is missed, so we can resolve the problem and alert you immediately.

Business Benefit:

- Alert process so you know if you need to resend data
- Email notification sent to us and/or you when files are sent, and if not successful and that it has been imported

Architecture



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.