

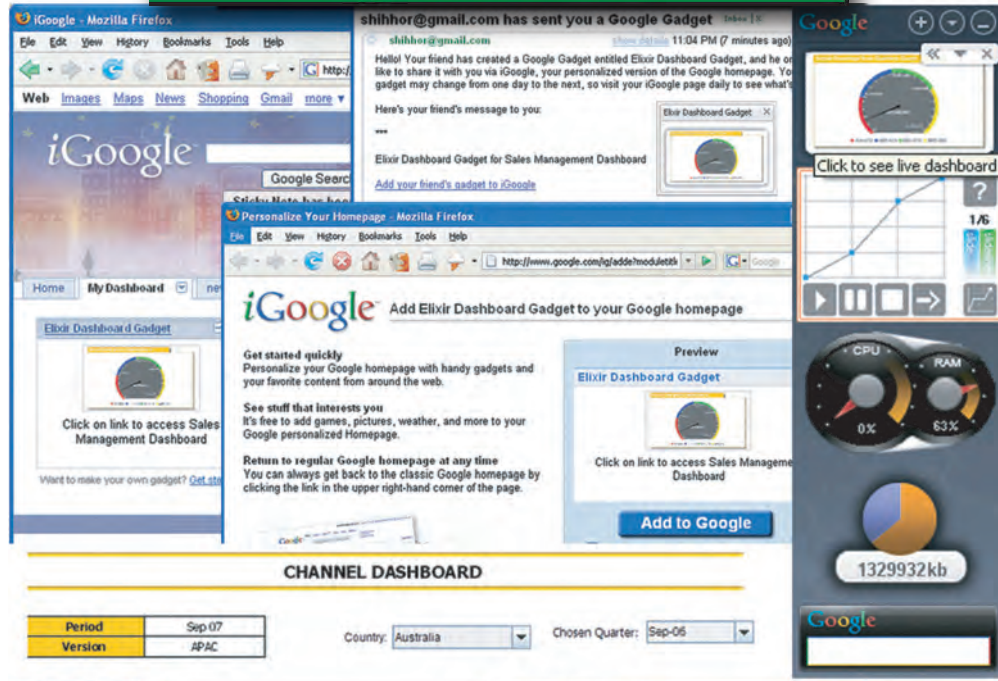


Business Intelligence at REST Elixir Repertoire

Simpler • More Accessible • Embeddable



Lightweight BI Gadgets



The screenshot shows an iGoogle dashboard with the following elements:

- Navigation:** iGoogle logo, Google Search, and navigation links (Home, My Dashboard).
- Message:** "shihhor@gmail.com has sent you a Google Gadget" with a preview of the Elixir Dashboard Gadget.
- Installation:** "Add Elixir Dashboard Gadget to your Google homepage" with instructions and an "Add to Google" button.
- Preview:** A preview of the gadget showing a "Channel Dashboard" with filters for "Period: Sep 07", "Version: APAC", "Country: Australia", and "Chosen Quarter: Sep-06".
- Dashboard Content:**
 - Year Total:** A thermometer-style gauge showing a value of 2,177.
 - Percentage of Sales by Institute:** A pie chart with 10 segments.
 - Average Waiting Time Over Years:** A bar chart comparing years 2004, 2005, and 2006.
- System Metrics:** CPU (0%), RAM (63%), and disk usage (1329932 kb).



❖ **Pure Java** BI tool built on REST approach providing **BI as a Service**

❖ **Native REST API** for BI Resources including **Dashboard, Report, ETL, Activation**

❖ **RIA support** via GET, POST, PUT, DELETE over HTTP and HTTPS

❖ Open interoperability with **Java, JavaFX, Ruby, Adobe FLEX**, etc

```
import org.apache.commons.httpclient
HttpClient client = new HttpClient();
GetMethod get = new GetMethod("http://...");
int ret = client.executeMethod(get);
```

```
Net::HTTP.start('localhost', 8080){|http|
  req = Net::HTTP::Get.new('/report/Te...');
  response = http.request(req)
}
```

```
<mx:HTTPService id="repository" url="http://.../report/Te..."/>
  <mx:request xmlns=""><mode>tree</mode></mx:request>
</mx:HTTPService>
```

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Operational BI

Overall Status
 Healthy (33%) Fair (66%) Alert (0%)

Individual Performance Indicators

Current Time	Login ID	Phone Extension	Current Status	Login Time	Rating	Inbound Calls	Outbound Calls	Offline Time
8:29:55 AM	1921	5129	On Call	1:57:38 PM	☆☆☆☆	10	8	9:56:40 PM
10:32:38 PM	1922	5104	On Call	2:16:59 AM	☆☆☆☆	10	6	8:04:27 PM
4:26:44 PM	1923	5184	On Call	9:51:35 AM	☆☆	6	1	3:48:25 PM
3:42:26 AM	1924	5011	On Call	3:22:52 PM	☆☆☆☆	1	2	3:53:46 PM
1:56:57 PM	1925	5123	Ready	10:38:39 AM	☆☆☆☆	4	7	6:00:45 PM

Group Performance Indicators

System	Service Level	Not Ready	Wait	On Call	Busy	Ready
CRM	81%	3	1	6	3	3
ERP	67%	3	0	2	3	1
OA	94%	1	0	4	7	5
SCM	100%	0	0	2	5	1

Center Performance Indicators

Login Count	Logout Count	Inbound Calls	Ready Count	Not Ready Count	Outbound Calls						
6	2	1	2	0	10						
Total Ready	2	Total Not Ready	0	Total Inbound Calls	21	Total Outbound Calls	12	Total Login	21	Total Enquiries	13

CDR Analysis Dashboard

Region: POC: City: Choose location: City: Jakarta Go To: Calls and Events See Report

City Map
 Customers: 5359
 Calls: 2558
 Events: 2307
 MOU: 441638
 Revenue: 2896091

Case Status vs Severity

Severity	Status				
	Onsite	Pending	Possible missing SLA	Waiting Secondary	Total Cases
1	40	15	6	239	300
2	0	0	0	5	5
3	2	3	1	23	29
	38	12	5	211	266

Engineer Status over Time

Period	Status			
	Idle	Moving	Occupied	Avg Headcount
Last Month	1000	46	217	737
Last Week	543	24	128	391
Last Week	457	22	89	346

Average Time to Fix over Period

Period	Case Type				
	Client System	Network	Printing	Security	Avg Time
Last 24 Hours	100	11	52	9	28
Last 1 Month	52	7	24	3	19
Last 1 Month	48	4	28	6	10