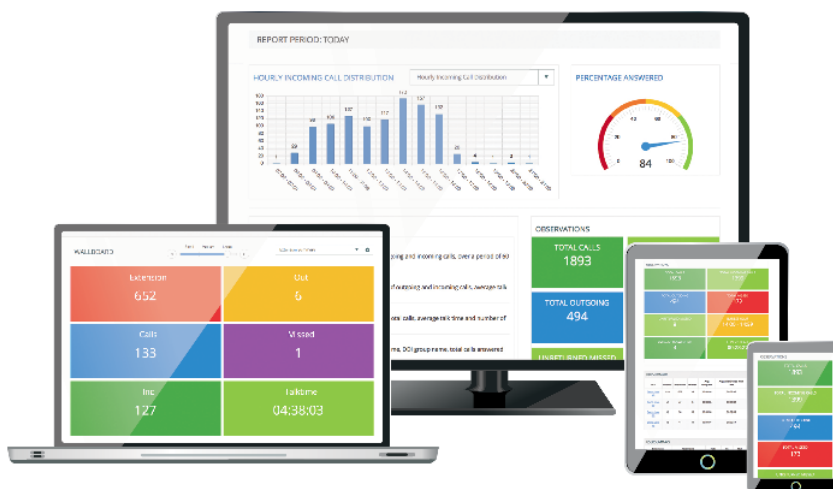


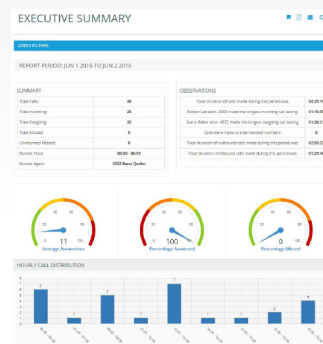
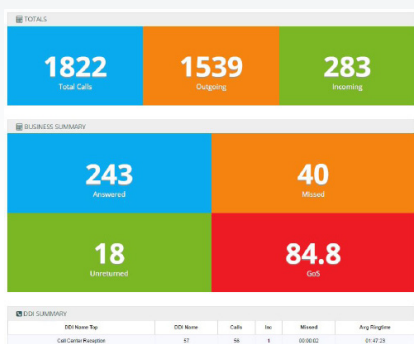
Monitor inbound and outbound calls on any device using **Report**. Access configurable dashboards and detailed reporting. View wallboards, run and schedule reports.

Manage service levels and make informed decisions about your business

- **Browse an extensive catalogue of reports** or use filters to customise your own to identify trends in performance. Report on call activity by extension, department, DDI and user.
- **Incoming call analytics.** Measure call volumes, targets, grade of service, percentage calls answered and unreturned missed calls.
- **Schedule reports** for yesterday, last week or custom dates.
- **Executive reports** collate data from multiple reports and view observations and recommended actions.
- **Customised dashboards and wallboards.**
- **Inline help** ensures users can easily extract the most value from each feature.



Detailed analysis enables you to maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.





Report is an intuitive application providing powerful dashboards, wallboards and reports to monitor inbound and outbound calls.

Dashboards

Dashboards deliver up to date information in a graphical way using tiles. Tiles are mini reports which are refreshed regularly and displayed in tabular or graphical formats.

The Report module includes a catalogue of predefined tiles including: Grade of Service (GoS), Percentage Calls Answered (PCA), caller tolerance, hourly call distribution, and call activity by extension and DDI.

Tiles can also be created from your own specifically-targeted reporting data. Any report with any combination of filters can be turned into a tile and displayed as a graph, wallboard, speedometer or table.

Executive Summary

The Executive Summary provides a high level summary of the business, including observations and recommendations. Multiple reports are consolidated into one single report, which can be exported or emailed to key decision makers.

Business Productivity

KPI-driven business productivity dashboards detail call and callback performance by user, DDI and department.

Wallboards

Wallboards visually display key call metrics on live tiles, in a format suitable to share on a big screen or desktop.

My Wallboard is a fully customisable wallboard tool that allows users to define the look and feel, behaviour and information presented in their wallboards. Predefined wallboards are also available.

Flexible reporting

A catalogue of standard, highly configurable reports is included, that can be customised to your exact requirements using filters. All reports can be exported as PDF/CSV files, emailed to any email address or scheduled to run at specified intervals.

Granular Reporting

Monitor call activity to analyse performance using a range of metrics including call activity by extension, department, DDI and user, including total calls, destination, talk time and ring time.

Unreturned Missed Calls

Missed calls are defined as unreturned when either the caller has not called back and been answered successfully, or when a member of staff has not yet returned the call.

Unreturned missed calls are identified enabling a rapid recovery of abandoned or lost calls. This report can be displayed as a live tile.

Compliance and Security

Permissions can be restricted by role, and My Console provides the option to allow specified users access only to their own analytics. It is also possible to control the level of access given to service providers. Single sign-on offers security and convenience to all users.

Compliance managers can easily manage customer data and company policies. Full audit reporting provides visibility of user activity, and the ability to mask CLI data adds an additional layer of protection.

Restricted Access

The Report module enables access permissions to be restricted by role. My Console also provides the option to allow specified users access only to their own analytics.