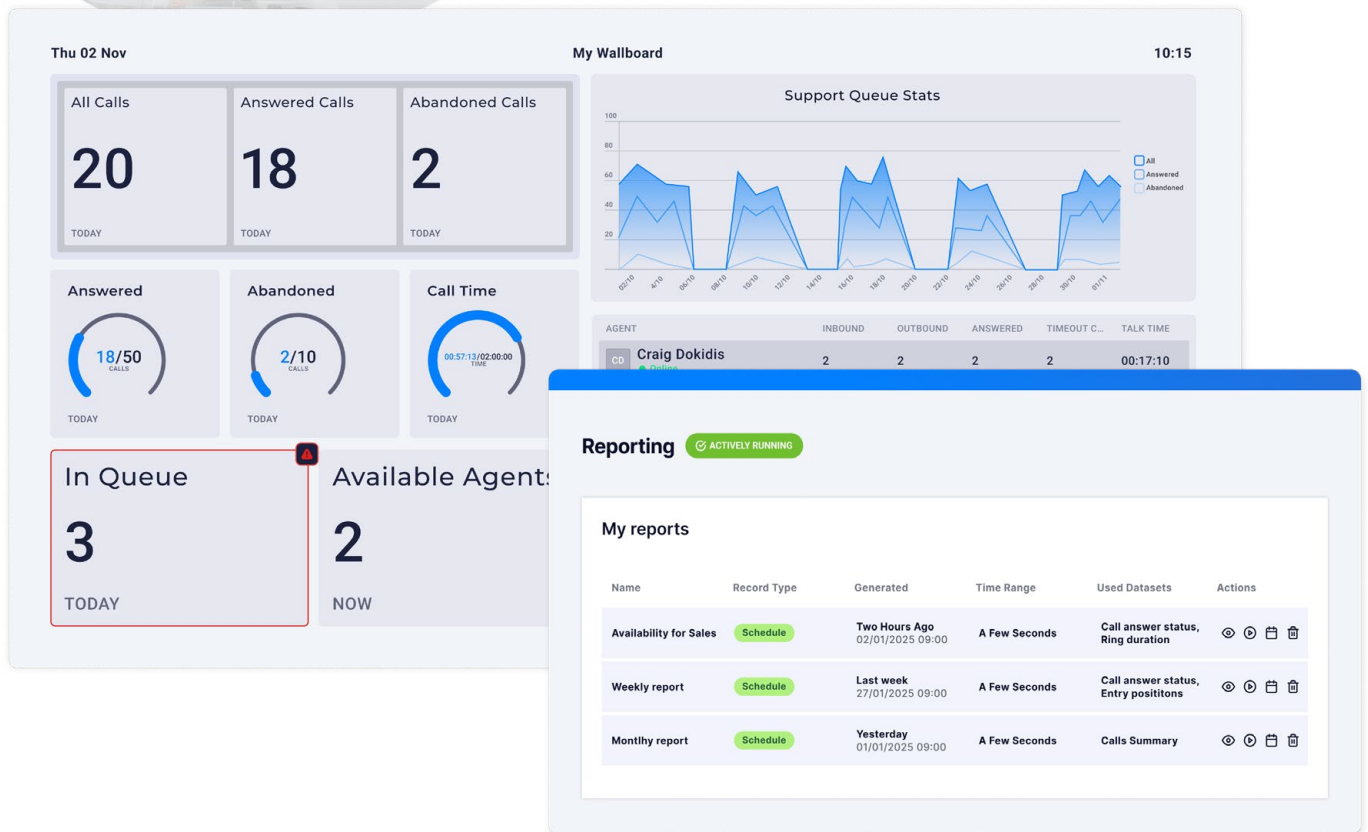


Advanced Analytics

Data driven insights are only a click away



Advanced and customisable reporting and wallboards

Build a comprehensive picture of performance with live wallboards that monitor key metrics in real time, alongside detailed reports that help business leaders track historical trends



Granular detail

Focus on queues, users, groups, with inbound and outbound data



Cut through the noise

Leverage only the data that matters most to your business objectives



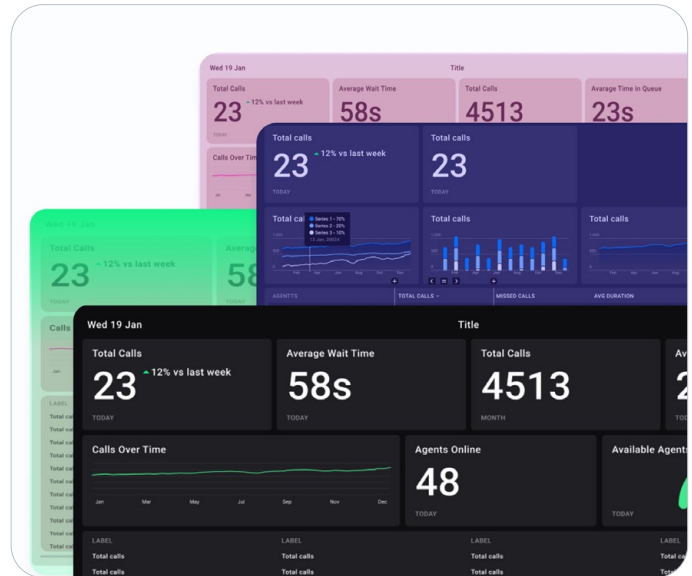
Make it your own

Customise almost any element of your reports or wallboards

Keep a birds eye view of **performance**

Build live wallboards with almost unlimited customisation that monitor performance in real time:

- ✓ Build from scratch or start from a wide range of wallboard templates
- ✓ Display multiple queues and users on a single screen or add multiple pages
- ✓ Combine inbound and outbound statistics on a single wallboard for a full picture
- ✓ Configure auto-alerts against your service level agreements or other targets
- ✓ Customise any design aspect, from colours to fonts to make it your own



Scheduled **reporting** for actionable business insights

Build scheduled reports leveraging a wealth of datasets to track performance and utilisation over time:

- ✓ Choose from a host of editable datasets covering a range of key metrics
- ✓ Filter records by queue or user statistics, call direction, or answer status
- ✓ Track call, ring and wait times, answer rates, user occupancy, and more
- ✓ Schedule reports from hourly to yearly, and customise reporting time frames
- ✓ Download CSV or PDF records, or share reports via scheduled emails

