

CALL REPORTING & ANALYTICS

The advent of VoIP technology has enabled adopters to gain the ability to get real business insights on telephony that goes way beyond simply tracking and reporting on calls. Crucial metrics on telephony can provide vital understanding within businesses, empowering industries to improve their processes and gain the advantages needed to get a competitive edge. Analysis on sales call activities, external and internal calls, departmental and individual user usage can provide valuable acumen for companies as baseline information or in conjunction with internal or external activities. Metrics on user adoption and cost analysis along with a regular understanding of capacity utilisation are vital to organisations using VoIP services and maximising on the technology and investment.

Deployed alongside your Node4 collaboration service, Workplace Experience, Call Reporting & Analytics provides detailed and valuable information to businesses, going beyond standard CDR fields to automatically present key metrics by department, end user or device pool etc. The web-based analytics platform is flexible to allow highly granular access and is simple to manage. Supporting an unlimited amount of CDR data to provide customers with full access to months or years' worth of analysis, which may be needed to meet new compliance, regulatory or audit requirements.

Create automated CDR reporting, specific by department, branch office or to individuals. Complete end user analysis, around specific device, directory number, department or device pool. Identify concurrent call activity, SIP trunk utilisation or branch office consumption. Build reports that contain only the call scenarios and data statistics that matter to you, and in your required presentation format. Schedule reports, showing outbound/inbound call traffic, calls to emergency services and international calls. Customised dashboards can be published to users using web-based permalink sharing, negating the need for user access to the reporting system.

KEY BENEFITS



MANAGE

Identify resource highs and lows in order to plan capacity and detect patterns across the enterprise and trends.



CONTROL

Identify cost spikes and manage the call enterprise, detect inefficiencies and improve adoption of technology.



FOCUS

Report on high-level results with the ability to drill down into specific data.



METRICS

Compare departmental, user and branch data sets to analyse collective gaps and performance gains.



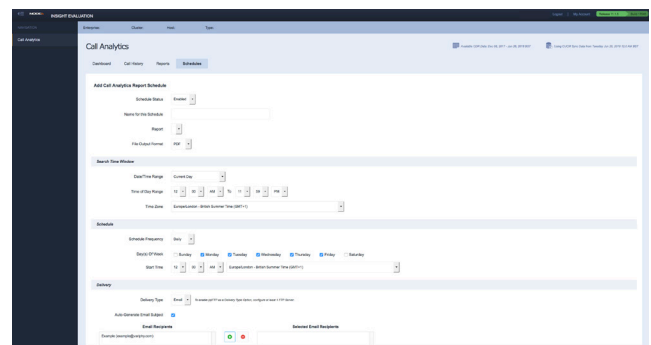
COMPLIANCE

Extend the duration CDR data is stored, 12 months storage as standard, extend further if required.



CUSTOMER SERVICE

Monitor and report on call abandon ratios, diversion to voicemail, or unanswered calls to improve customer service.



Reporting

Quickly identify who dialled 999 or the security desk and be automatically alerted by email.

Easily detail all inbound and outbound calls for specific end users or departments.

Call Analytics goes beyond standard CDR fields to automatically provide detailed and customised information including department, end user, device pool, device description and device type.

Identify peak call periods and SIP utilisation for capacity planning and monitor unusual traffic patterns.

Get visibility of technology adoption and action acceleration of digital business transformation.

Dashboards

Choose from interactive pie, bar, and line charts to simple, but effective data tables.

Display your data how you want it and distribute to key stakeholders securely and automatically.

Drag-and-drop to resize or reposition widgets just the way you want them.

Granular dashboard access means that stakeholders and managers have visibility of specific areas.

Browser based dashboard views via Permalink sharing eliminating full system access.

Analytics

Total or per end user, device, directory number, device pool, department, or many other options.

Discover - when is our busy full, half, or quarter hour of the day?

Plan - when is the slowest hour for inbound support calls?

Visibility - total calls, abandoned calls, voice mail calls, answered calls, transferred call, two-way video calls and not connected calls and more.

Customise analysis to meet your compliance requirements.

Utilisation

Discover average and peak utilisation by user, department, branch or by device pool.

Analyse total calls and utilisation percentages. Plan resources by recording date and time of day utilisation charts.

Insight into departmental and branch utilisation for cost analysis.

Understand – what the normal WAN utilisation for branch offices over periods.