

Cloud Analytics

Real Time & Historic Reporting

Our Cloud Analytics is a comprehensive call analytics software package which is integrated into the portal. Cloud Analytics delivers real time and historic feature rich reports and graphs.

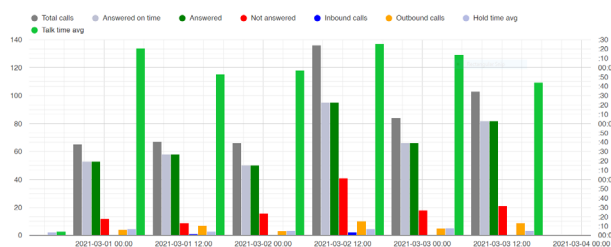
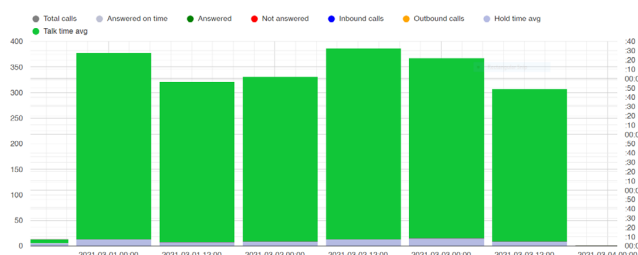
Real Time & Historic Reporting

Most management teams are unaware of the productivity levels of their staff and the call volumes within their businesses on a day to day basis.

Cloud Analytics gives all the information you could possibly require to make accurate business decisions on staffing levels, training requirements or just generally to see what is going on within the organisation.

The information is based on numerous reports and statistics such as inbound and outbound calls, calls being queued, average wait time, average talk time, busy periods by hour, by day and by week.

All reports can be viewed historically and in real time or automatically emailed out at a time that suits you. You can also view all of the data by looking at a pie chart, line chart or numerically in an easy to read statistical format.



Time ▼	Total calls	Answered on time	Answered	Not answered	Inbound calls	Outbound calls	Hold time avg	Talk time avg
2021-02-28 12:46	5	3 (60 %)	3 (60 %)	2 (40 %)	0	0	00:00:03	00:00:05
2021-03-01 00:46	65	53 (82 %)	53 (82 %)	12 (18 %)	0	4	00:00:07	00:03:22
2021-03-01 12:46	67	58 (87 %)	58 (87 %)	9 (13 %)	1	7	00:00:05	00:02:54
2021-03-02 00:46	66	50 (76 %)	50 (76 %)	16 (24 %)	0	3	00:00:05	00:02:57
2021-03-02 12:46	136	95 (70 %)	95 (70 %)	41 (30 %)	2	10	00:00:07	00:03:27
2021-03-03 00:46	84	66 (79 %)	66 (79 %)	18 (21 %)	0	5	00:00:08	00:03:15
2021-03-03 12:46	103	82 (80 %)	82 (80 %)	21 (20 %)	0	9	00:00:06	00:02:45
2021-03-04 00:46	0	0	0	0	0	0	00:00:00	00:00:00
Total	526	407 (77 %)	407 (77 %)	119 (23 %)	3	38	00:00:06	00:15:22

Total Call Management

- Report on agent availability
- Drill Down on Missed Calls
- 36 Different Display Options
- Monitor Team Members Performance
- Accurately Plan Staffing Numbers
- Reports Can be Downloaded
- Graphical or Numerical Reporting
- Auto Email Reports
- Busy Periods Easily Identified
- High Level Reporting for Senior Management