



iCall Suite Call Analytics

Proven to Drive Customer Engagement, Loyalty and Retention

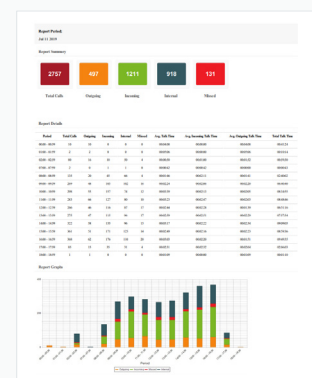
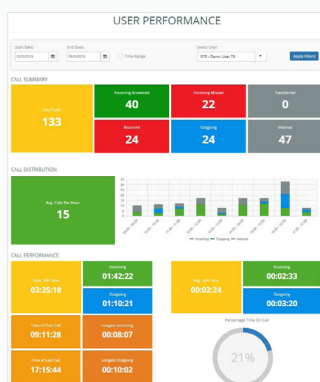
Monitor Customer Interactions to Improve Customer Experience and to Measure Individual and Team Performance.

Understand your customers, their expectations and their experience in dealing with your business:

- How many customers' calls were not answered? How long are your customers prepared to wait to be answered? These directly impact customer satisfaction.
- How many customers' calls were not answered and not subsequently called back? Identify trends, avoid missed opportunities and react quickly.
- Review customer experience; was the journey from call to resolution simple or convoluted? Monitor call journeys in line with SLAs.

Review call performance to maximise productivity, across the business, teams and individuals:

- Were calls into your business answered? How long does it take to answer calls? Do staff spend the right amount of time on each call and are they responding to customers appropriately? Measure productivity and analyze performance.
- Do customers reach the right person easily? Keep an eye on call flows, the structure of your remote team and first contact resolution. Gain clarity on the customer journey and spot issues.
- Measure the effectiveness of call groups and queues, compare groups and evaluate how calls are handled and overflowed. Manage resources to effectively handle calls within service levels.



Our tiered user subscription model provides flexibility in features. Choose from **Essentials** entry-level dashboard, **Advanced** reporting, wallboards and dashboards, and **Ultimate** fully-featured analytics with live statistics and call center management. Select the mix of users that is right for your business.

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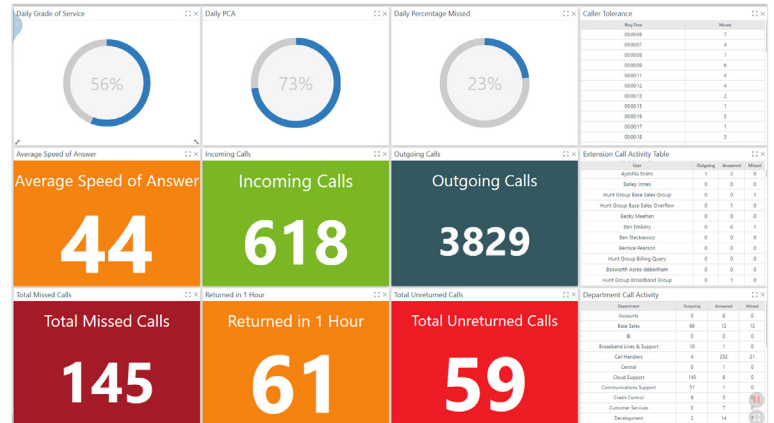
Highly Intuitive Visual Dashboards and Wallboards

Dashboards

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

Reporting includes a catalog of predefined tiles including: Grade of Service (GoS), Percentage Calls Answered (PCA), caller tolerance, call volumes, hourly call distribution, and call activity by extension, business number and DID.

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



Executive Summary

The Executive Summary dashboard 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.

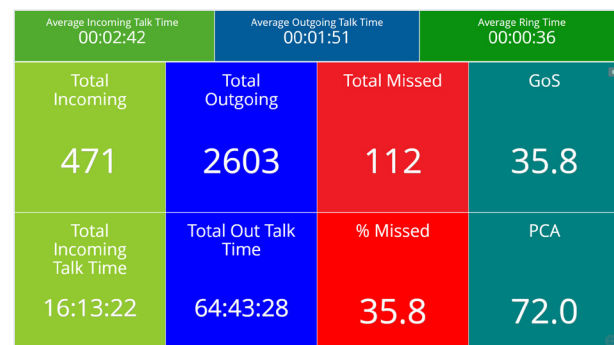
Business Productivity

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

Call center and team productivity dashboards provide key metrics for group performance such as call summaries, callback performance, staff availability, call performance, agent performance and the callback action list.

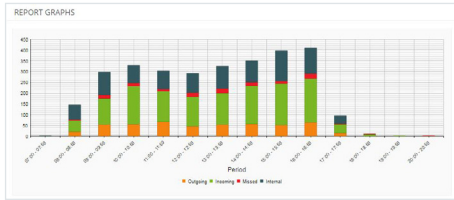
Wallboards

Pre-defined and customisable wallboards visually display key call metrics on tiles, in a format suitable to share on a big screen or desktop, or on a mobile to review key metrics on the move or whilst remote working.



Live wallboards make it easy to monitor key performance indicators. Display call volumes, calls currently in progress, queue and group metrics, agent availability and call distribution to manage customer interactions in real-time. Business wallboards and dashboards can be published to a URL to display on screens, mobiles and any other web-accessible device.

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Flexible Reporting to Review Business Trends, Individual and Team Performance

Granular Reporting

Monitor call volumes and measure activity to analyze performance using a range of metrics including call activity by user, department, site, business number and DID. Review KPI metrics such as call destination, call distribution, Grade of Service (GoS), Percentage Calls Answered (PCA), caller tolerance, missed calls, talk time and ring time.

An extensive catalog of reports can be customized to your exact requirements using filters and saved as instantly accessible favorites. Reports can be exported as PDF/CSV/HTML, emailed or scheduled to run at specified intervals for distribution to managers or individuals. Tiles can be created from reports to display relevant / refreshed and live data to dashboards and wallboards. Extensive APIs provide access to all key metrics for visibility in any business application.

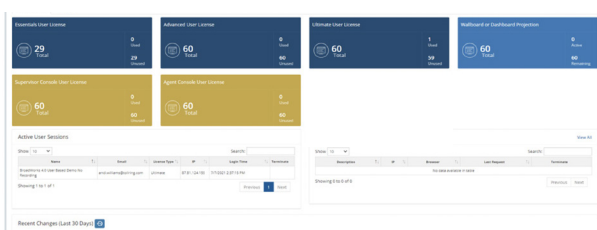
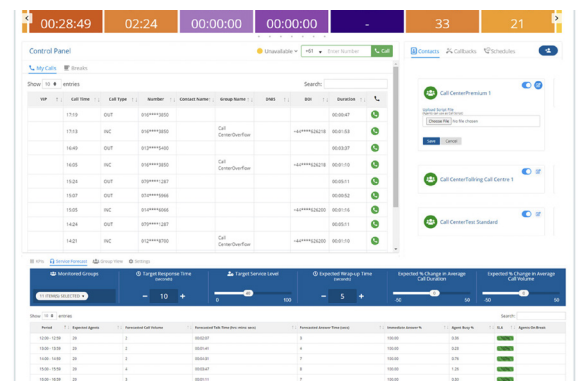
Unreturned Missed Calls Analysis for Call Back Action

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 quickly identified enabling a rapid recovery of abandoned or lost calls and directly impacting customer satisfaction levels and revenue.

Supervisor Analytics and Agent Management for Call Centers

Supervisor Console and Agent Console

Supervisor Console delivers supervisor call center management and Agent Console provides a work space for agents to monitor customer satisfaction and manage their own productivity.



Compliance and Security

Administration and Compliance

Administrators can manage licenses and grant user access to restricted data (a particular team or individual), configuration settings and compliance policies, and view recent changes across administrators.

Compliance managers can easily manage customer data and company policies, access audit reporting, view a compliance dashboard and mask customer data to add a layer of protection and facilitate GDPR compliance. Single sign-on and accessibility to APIs offer security and convenience to all users.