

Integrated Applications

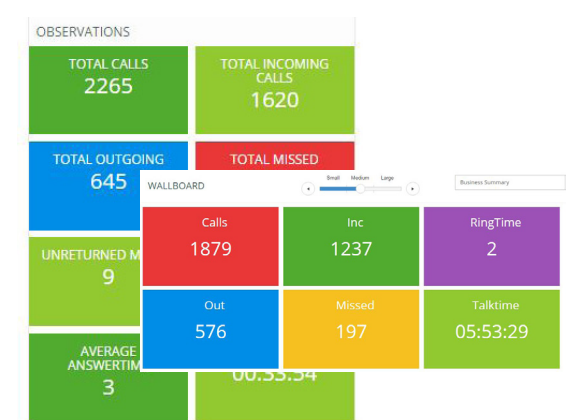
iCall Suite insight and report integrates seamlessly with the iPECS Cloud to deliver real-time analytics. Businesses can monitor call metrics by accessing real-time reports, customisable dashboards, wallboards and call recordings.



ics Insight is a business productivity tool delivering powerful call data visualisation via pre-defined dashboard and wallboard.

Call data visualisation

- **Accessible from any internet facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.
- **Monitor performance:** View call activity by DDI / extension / user.
- **Export and email:** Export reports as PDF or CSV files and email to any email address.
- **Quick access via any client device:** Quick access to KPI reports.
- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.



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

Manage service levels and make informed decisions

- **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** filtered on yesterday, last week or custom date ranges can be scheduled, emailed or exported.
- **Executive reports** collate data from multiple reports and provide observations and recommended actions.
- **Customised dashboards and wallboards.**

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.

