

# Call Analytics

## Get fully integrated IP Telephony Call Reporting and Analytics to enable better business decisions.

MetTel Call Analytics natively integrates with the IP telephony suite of VoIP services to deliver granular call reporting, call logging, visual wallboards, and intuitive dashboards. Monitor and analyze your inbound and outbound calls with powerful data visualizations which are accessible via any internet-facing device. Manage, analyze and control communications with comprehensive and easy-to-use call logging and call reporting software.

### Better Management Insights

Managers are able to visualize call data using dashboards and reports to find trends in activity, improve productivity across the business, and make informed decisions. Call Analytics enables businesses to analyze, extract, and manipulate call data in-depth to identify critical business metrics, such as:

- To which extension, or group of extensions, calls are being transferred.
- How many calls are missed, and why, when, and where they were missed.

### Improve Efficiencies

Cloud call reporting and analytics for businesses with customer-facing teams has been proven to identify business efficiencies that deliver a return on your telecom investment.

- **Make immediate decisions** wherever you are, with whatever device you are using.
- **Make informed decisions** on system, department, and individual call activity to deliver a more effective service to your customers.
- **Improve customer service** by frequently monitoring time to answer, number of abandoned calls, and missed call resolution.
- **Benefit from dynamic resource optimization** to ensure your business has the right number of call handlers at different times and on different days of the week.

## Key Benefits

Businesses can monitor call metrics critical to their business by accessing real-time reports, 'click and drill' dashboards, and wallboards via any internet-facing device.

### At-a-Glance Productivity Console

Intuitive business productivity tools enabling businesses to monitor inbound and outbound calls via pre-defined dashboards and wallboards.

### Detailed Call Reporting & Dashboards

Enhanced level call reporting, call logging, and detailed call analysis via configurable dashboards and wallboards in the cloud.

### Call Analytics for Customer-Facing Teams

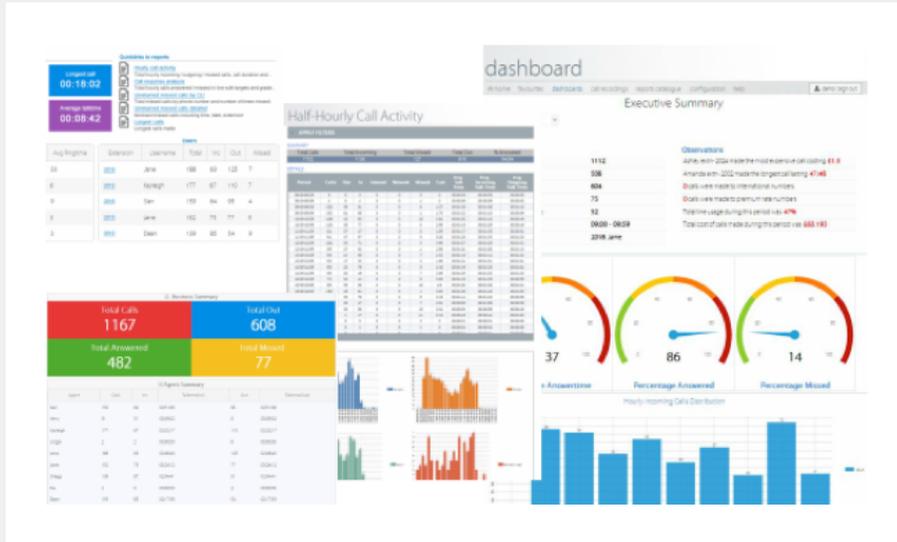
Enriched reports for the management of customer-facing teams in real time. Monitoring of ACD/hunt groups, call queues, and incoming calls on users, via the cloud.

### Cloud Service

No on-site server is required.

# MetTel Call Reporting and Analytics

Businesses can monitor call metrics critical to their business by accessing real-time reports, 'click and drill' dashboards, and wallboards via any internet-facing device.



## Features

- Accessible via web browser on desktops or mobile devices
- Multi-site call reporting
- Real-time data for reports, dashboards and wallboards
- Report scheduling (by day, week, month)
- Reports can be emailed to any email address(es) in standard formats (PDF, CSV)
- Configurable dashboards and wallboards with customizable tiles
- Wallboard alarms
- Report Filters
- Historical report information stored for 12 months
- Detailed call activity by subscriber, by area, by duration and by call type
- Reports by DDI, hunt group and call center queue
- Call ring time, duration and missed calls by DDI/hunt group
- Exception reports (busiest user, longest calls and longest ring time)
- Customer reports (by CLI)
- Incoming call analytics (measuring call volumes by hour/day, targets, grade of service)
- Incoming call response analysis
- Caller tolerance (measuring incoming abandoned calls by time interval)
- Unreturned missed call reports
- Multi-level reporting by site division department, cost center
- District supervisor access by role (site division department, cost center)
- High level executive summary (multiple reports consolidated into a single report)
- Staff level modeling
- MetTel call reporting

## Why Call Analytics?

### Better Insights

Call analytics are proven to help businesses develop a complete picture of customer interactions across job roles and departments and is an integral component in decision making.

### Identify Trends in Performance

Detailed reports indicate trends for problem resolution times, unreturned calls, missed calls, etc., enabling strategic actions resulting in improved customer satisfaction and retention.

### Resource Planning

Call queues coupled with historical trends enable managers to streamline staff modeling, thus achieving greater efficiencies and improved customer service.

### Increased Productivity

Correlating call outcome with how long a caller waited to be answered or called back can be used to facilitate informed decision-making to reduce or avoid negative customer experiences.

### Detailed Analysis

Real-time call analytics furnish valuable insight into: call resolution times; call wait times; whether or not the customer had to call, or be called, again; and how the call was resolved. Specific DDI reporting enables marketing teams to directly source leads and maximize campaign planning.