



UC Analytics for Mitel ACD & SMDR

Easy Tailored Reports
in a Composable Power BI App



Transform Raw Call Data into Insights

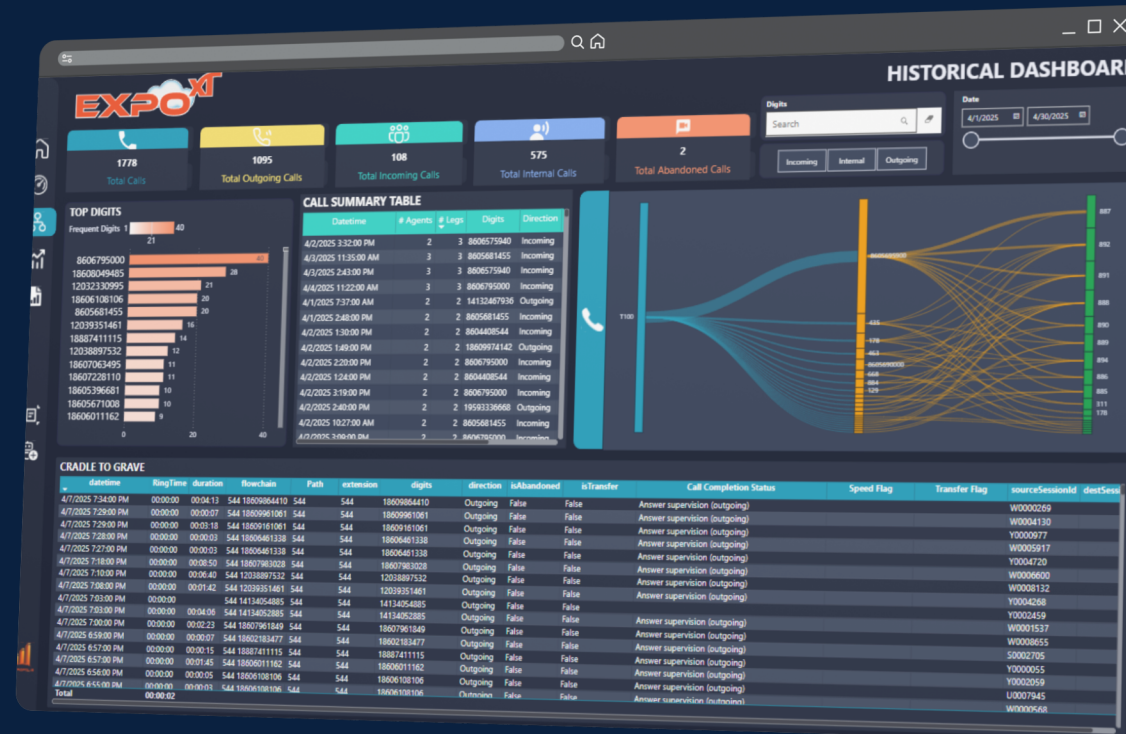
Overview of the ACD SMDR Analytics

This document provides an overview of the Expo XT Mitel ACD + SMDR analytics solution, detailing how raw call records are transformed into meaningful performance metrics and real-time business intelligence.

Power BI-native Mitel SMDR + ACD analytics—cradle-to-grave journeys, agent & queue KPIs, and trunk capacity insights to slash wait times and prove service-level wins.



Analytics for Mitel Call Reporting



UNIFIED

Comprehensive view of call activities and performance.

COMPOSABLE

Flexible dashboards integrating diverse business data sources.

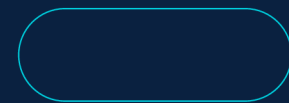
REAL-TIME

Insight into queues, agents, and call flow as activity happens.

Why Expo XT for Mitel?

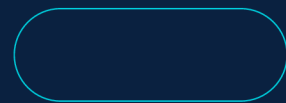
- ✓ Turns raw SMDR + ACD logs into business-ready analytics
- ✓ Unlocks full call journey visibility not possible in native Mitel reports
- ✓ Real-time + historical dashboards in a single governed data model
- ✓ Runs 100% in Power BI — no extra reporting platform to learn
- ✓ Built by telecom analytics experts with 30+ years in SMDR systems

Analytical Features Overview



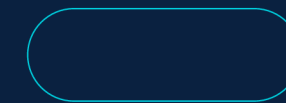
REAL-TIME VIEWS

Monitor live queues and long-term trends effectively.



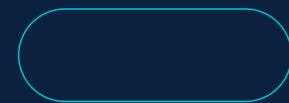
CRADLE-TO-GRAVE

Identify legs and flowchain of the Calls



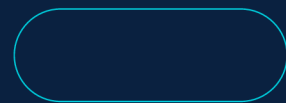
TREND ANALYSIS

Track data trends to enhance operational strategies.



ANOMALY DETECTION

Automatically flag unusual call patterns for analysis.



SENTIMENT ANALYSIS

Integrate keyword analysis for deeper insights.



Get Started: Seamless Data Integration

As easy as 1,2,3



DOWNLOAD

Get Expo XT Mitel Call Reporting (ACD & SMDR) from AppSource



Expo XT Mitel Call Reporting (ACD & SMDR)
by Metropolis Corp

[View in AppSource](#)

INSTALL

Flexible dashboards
integrating diverse business
data sources.



CONNECT

Enter Customer Name and
the credentials provided by
Metropolis

Seamless Data Integration and Authentication

Secure Connections for Mitel ACD & SMDR

The integration process utilizes **secure APIs** to import Mitel ACD and SMDR data effortlessly, ensuring reliable connections while maintaining organization-level privacy controls for safe data handling.





Want to see more?

Request a personalized demonstration
or visit Metropolis.com for an
Expo XT Test Drive

