

Analytics365

Personalised Dashboard Insights within Microsoft Teams

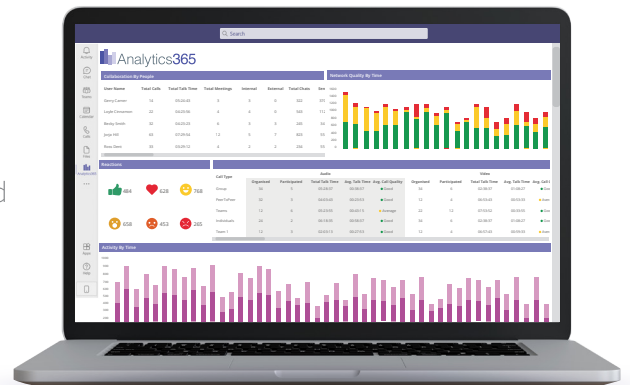


Transform Your Business Performance

Analytics 365 is a native app for Microsoft Teams that promotes collaboration, wellbeing and customer engagement to drive business performance.

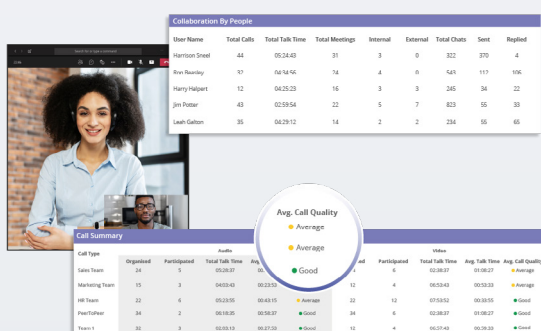
Understand collaboration between people and teams, gain visibility of customer engagement, drive positive behaviours and take customer experience to the next level.

With a wide range of standard and customisable dashboards, Analytics 365 is the easy way to understand your people and customers.



Customised Insights for your Business

- ✓ **Individuals** can view collaboration, behaviour and activity trends
- ✓ **Leaders** can support multiple teams with ease, promoting staff wellbeing and motivation
- ✓ **Businesses** can make data-driven decisions to improve employee and customer experience



Increase Quality Collaboration

Manage your people more effectively with insight into their collaboration experience.

With meeting analytics, team trends, chat sentiment, network quality and activity summaries at your fingertips, you can leverage analytics to ensure effective communication, knowledge share and adherence to company policy throughout your business.



Make Working Together Better

Analytics 365 gives your people the power to work smarter and healthier, individually and in teams – no matter where they are.

Leverage insights to change the way your people engage during challenging times to make a positive impact on mental health, team performance and the business.

Review collaboration activity to understand team members' capacity to promote effective time management. Extended hours and extreme collaboration do not always represent productivity!

Take Your Customer Experience to the Next Level

Understand call volumes and answer performance with calling analytics. Manage missed calls and busy periods more effectively to deliver the very best customer experience.



Actionable Insight

Report on collaboration analytics, calling analytics or both.

Collaboration Analytics

- Compare individuals and groups to maximise productivity
- Identify and replicate best practice to improve performance and reduce stress
- Understand levels of wellbeing and motivation
- Highlight network quality issues to preserve customer experience

Calling Analytics

- Measure call performance against key performance indicators
- Understand how call volume and resource impact customer experience
- Manage missed calls and busy periods more effectively
- Gain visibility of call queues and optimise call journeys

Compliance and Privacy

As a native Microsoft Teams App, access permissions and hierarchy are defined by Microsoft 365 administration settings in line with your security and data protection policies.

Easily define and manage who to report on, and who can access dashboards.

- ✓ People permissions allow the right access to the right data
- ✓ Group permissions allow access to your team analytics

