

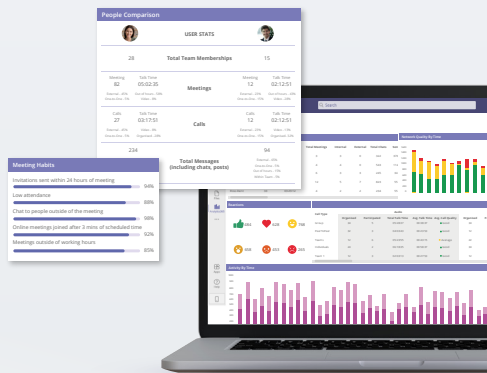
Personalised Dashboard Insights for Microsoft Teams

What is Analytics 365?

Analytics 365 is a native Microsoft Teams App that provides actionable insight to promote well-being, improve the quality of collaboration and take customer engagement to the next level.

If you use Microsoft Teams in your workplace, you need Analytics 365!

Analytics 365 is relevant for all sizes of business and industry sectors.



Key Business Challenges

- 1

Concerned about employee well-being and staff retention?

Monitor staff well-being with insight on meeting habits, trends, message reactions and sentiment
- 2

Looking to improve internal collaboration across your organisation?

Use dashboards and cards to understand how your people work together
- 3

Need to measure the impact of changes to working practice?

Place reporting cards side by side to compare collaboration activity and identify trends
- 4

Looking to improve visibility of hybrid workers?

See collaboration activity no matter where your people choose to work
- 5

No longer getting the customer insight you need from call centre reporting alone?

Get a more complete view of customer interaction with collaboration analytics
- 6

Migrating to Teams Calling and need visibility of phone calls?

Analyze calls by call queue. See ring time performance, volume trends, missed calls and more

Why Analytics 365?

1. Easy to deploy

- Try it in demo mode before subscribing
- Synchronizes with Microsoft 365 directory, groups and time zones
- Set permissions by Group Policy or User Settings

2. Simple pricing model

- No set up costs or minimum spend
- Choose monthly or annual payment options
- One user license enables reporting on meetings, calls, messages and phone calls

3. Actionable Insight

- Delivers the right Insight to the right people at the right time
- A comprehensive view of your People, Teams, Groups and Call Queues
- Drill down to the detail at no extra cost



Questions To Ask

1. About your organization

- How do you manage employee well-being and staff retention?
- Are you able to focus on improving internal collaboration?
- Do you have a complete view of customer engagement?

2. About your collaboration

- Where do your employees work?
- Who is most reliant on Teams for their day to day interaction?
- Have working practices changed / how do you see them changing in the next 3 years?
- How and where do you think Teams insight could benefit your organization?

3. About your Teams environment

- Do you use Teams to communicate with customers (or suppliers)
- Do your support desks or sales desks use Teams
- Have you / are you considering telephony enabling Teams?

Analytics 365 Subscription Options

Any Analytics 365 user can access reporting and administration subject to appropriate permissions. The Collaboration Analytics license enables users to be reportable.

Collaboration Analytics	Meetings, Calls, Phone Calls & Messages
Free Insights	Reporting on paid subscriptions only