

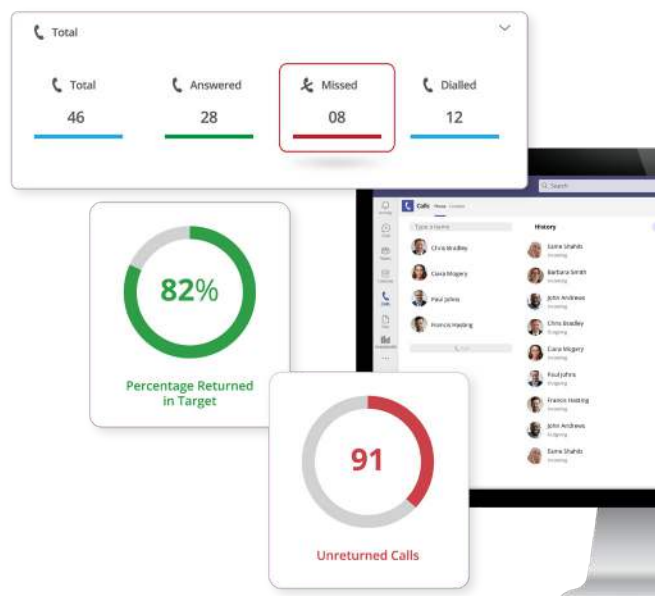


Analytics 365 Call Analytics For Microsoft Teams

Personalised Dashboard Insights for Microsoft Teams

What is Analytics 365 Call Analytics?

Call analytics delivers valuable insight on customer interaction. Understand your customers, drive performance and manage service levels to maximize revenue and improve customer engagement.



Key Business Challenges

1

Understand Your Customers

Is customer expectation being met? When are customers calling and how long will they wait to be answered?

2

Drive Productivity

Are individuals spending the right amount of time on calls and is workload balanced? Who are our best performers and what are their communication habits?

3

Manage Service Levels

Are we offering a consistently high level of service or do service levels dip below expectation? How many callers have we missed and are we calling them back?

4

Manage 'In the Moment'

Get a real time view of user status, number of calls in call queues, and calls in progress* to manage customer interaction 'in the moment'.

5

Measure the Impact of Change

Compare business performance and monitor trends when making changes to working practices, staffing levels and call paths.

Why Choose Call Analytics?

- Cloud analytics that's simple to deploy, administer and use
- Secure, tailored portal access for every persona within an organization
- Select and share real-time and historical data through dashboard and wallboard views

* Requires integration with Analytics 365 Call Recording





Capabilities

Monitor call activity and performance for the organization, teams, users, customers and incoming numbers. Select trend periods to understand and manage performance improvement.

Set business performance targets and rate service level. See the end-to-end customer journey and address shortfalls before service is impacted.

Manage performance 'in the moment' using live data. See how many calls are waiting in queues and the availability of staff to answer calls.

Create wallboards by selecting pre-configured tiles, then project onto a large screen in the office to keep everyone informed and focused on performance. View and return missed calls to maximize revenue and minimize dissatisfaction.

Use Case Examples

1. Small business

Busy, multi-tasking staff struggle prioritize call handling during busy periods. Avoid lost business and maintain service by viewing and returning unreturned missed calls.

2. Support desk

Deliver a consistent level of service by understanding your customers, analyzing call patterns, and optimizing resources. Keep staff informed by sharing insight in dashboard and wallboard views.

3. Sales desk

Manage performance 'in the moment'. Understand and replicate the habits of your best performers. Motivate staff by displaying individual and team performance in dashboard and wallboard views.

4. Highly distributed enterprises

Rate and manage customer service across every part of an organization. Get visibility of unmanaged answer points, remote sites, and hybrid workers.

Questions To Ask

Do you know:

1. How long will your callers wait before hanging up?
2. How service is impacted during busy periods?
3. Is workload balanced across teams and individuals?
4. If remote workers are engaged and motivated?

Are you able to:

1. List and return unreturned missed calls?
2. Identify issues and act before service is impacted?
3. Analyze call patterns and plan for exceptional events?
4. Understand the impact of changes?
5. Manage 'in the moment' with real time data?

Analytics 365 Call Analytics Subscription

A Call Analytics license is required for every user and call queue you wish to monitor. There is no license requirement or charge for access to reporting or administration.