CX Analytics365
Teams Call Analytics

Customer Interaction Insights
within Microsoft Teams

Understand your customers, drive team performance, and manage service levels to maximise revenue and improve customer engagement.

Call analytics helps organisations of all sizes to manage customer facing teams and build lasting customer relationships. Get the insight you need to monitor call activity, staffing levels and performance. Filter calls, select dashboard views and create wallboards to keep everyone informed.

Identify critical insight for your business

- When are your customers calling?
- How long will they wait to be answered?
- Are you meeting their expectation?
- Are individuals spending the right amount of time on calls?
- Is workload balanced across individuals and teams?

- Who are your best performers?
- Are you offering a consistently high level of service?
- Do service levels dip below expectation?
- How many callers have you missed and are you calling them back?

Easy to use

Analytics 365 (CX) is a cloud analytics service that synchronises with Microsoft 365 to speed up deployment and simplify ongoing admin. A single pane view of user availability and call activity makes it quick and easy to monitor performance. One dashboard with multiple views allows users to access and share actionable insight with others in seconds.

Optimise customer experience

Analyse call tolerance to understand how long your callers will wait. Review call patterns to identify and manage busy periods. Monitor business activity, manage inbound campaigns, and view calls by customer to understand how calls are handled and speed up dispute resolution.

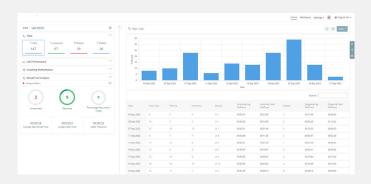## Drive productivity and business performance

See a summary of user availability to manage staffing levels 'in the moment'. View performance by individual users, selected teams, or the whole organisation to compare performance and balance workloads. Create, share and project wallboards to keep everyone focused on performance wherever they choose to work.

Set targets and monitor service levels

Set business performance targets and monitor service levels to deliver a consistently high level of service. View and share a list of unreturned missed calls to maximise revenue and minimise dissatisfaction.

Manage security, privacy and compliance

Tailor portal access to every persona by setting reporting access and admin permissions. Manage customer privacy by masking caller ID's. See who did what and when in an audit log of user activity.