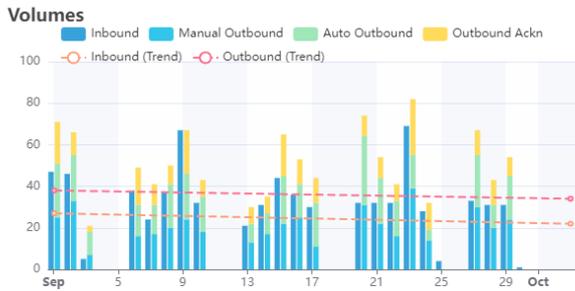


Our fully integrated reporting solution offers a range of standard reports and ad hoc querying facilities to provide helpful information about your contact centre's performance.

Whilst you can define your own reports, the platform is loaded with predefined reporting options covering common management information (MI) needs. These include anything from operational reports for day-to-day management to historical performance reports for analysis and compliance purposes.

Get Answers



How well are we handling work?

- Throughput: Are we closing work quickly?
- SLA achievement: Are we working within SLA performance targets?
- Queue size: How large are work queues, and how long have work items been waiting?

How well are our agents performing?

- Activity analysis: How well are our agents performing in terms of the number of items, average handle duration, etc.?
- Outbound analysis: What is the average time spent in stages of composing responses?
- Work-time analysis: Length and proportion of time logged in and available for work?

What level of service are we providing?

- What is our first-time resolution rate?
- What proportion of outbound messages fail quality assurance or profanity checking?

Operations management requirements:

- Which agents are currently available for work with which skills?
- How big are the current work queues?
- What open items require action soon to avoid breaching SLA targets?

Optimise Your Contact Centre

Get operations management information in real-time on your current workload and available agents to help deploy staff and meet demands.

Access historical information to report on performance, adherence to SLA targets, and customer service quality.

Identify and investigate any bottlenecks or opportunities for business process improvement.

Reporting Schemas

We recommend that you retrieve reporting data by looking at tables and views in the MI Schema. This contains many precalculated statistics.

Custom Reports

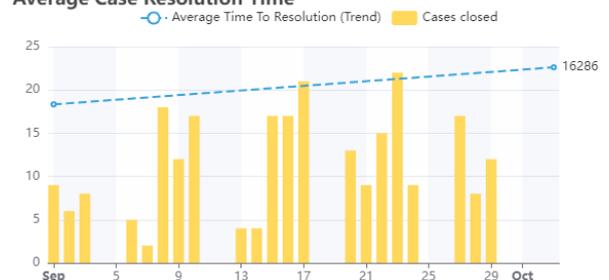
Create and save your own ad hoc queries against the predefined data sources.

Standard Data Sources

Get access to information with minimal impact on performance using data sources, including:

- Real-time current and rolling 15-minute period agent and queue activity, to support operational reporting.
- Hourly and daily aggregated statistics, to support historical performance reporting.

Average Case Resolution Time



Average Speed To Answer

