Analytics 365

Call Analytics

Gain insights into your customers, enhance team performance, and oversee service levels to boost revenue and strengthen customer engagement.

Easy deployment and administration

Sync with Microsoft 365 organizational hierarchy to automatically add users & groups	✔
Mobile-responsive call analytics accessible via web browser across mobile devices	✔
Access help files and how to videos (UK English)	✔

Visualise Call Analytics at a glance

Performance dashboard with extensive filtering and multiple views	✔
Create, share and project wallboards in minutes to keep everyone informed	✔
User status summary to understand staff availability 'in the moment'	✔
KPI summary of business activity and performance	✔
Schedule and share dashboard views via a time limited link to collaborate with others	✔
Download selected dashboard data to use in other applications	✔

Optimise business performance to drive productivity

Analyse business performance by individual user, team or organization	✔
View caller tolerance to understand how long callers will wait	✔
Review call patterns to identify busy periods	✔
Compare performance using call trends	✔
List calls by caller ID to speed up dispute resolution	✔
View call legs to understand the callers end to end journey	✔

Meet service level targets to maximise customer satisfaction

Monitor service levels by setting targets for answer and callback time	✔
Set and filter by business hours to exclude out of hours activity	✔
Monitor grade of service to manage incoming performance	✔
View percentage of calls answered (PCA) within the target response time	✔
Measure the effectiveness of campaign-specific incoming numbers	✔
Return calls from a list of unreturned missed calls to maximize revenue and minimize dissatisfaction	✔

Manage security and privacy to facilitate compliance	
Select region for data storage	✓
Enable / disable portal access by individual user	✓
Secure portal access using multi factor authentication	✓
Manage user reporting access by organizational hierarchy and/or user group	✓
Manage admin permissions by individual user	✓
Mask caller IDs to protect caller privacy	✓
Audit log of user activity to show who did what and when	✓
Integrate with other platforms	
When deployed with Analytics 365 Recording: Select and play recordings from Call Analytics	✓

*Escalation and complaints, complementary language, abusive language