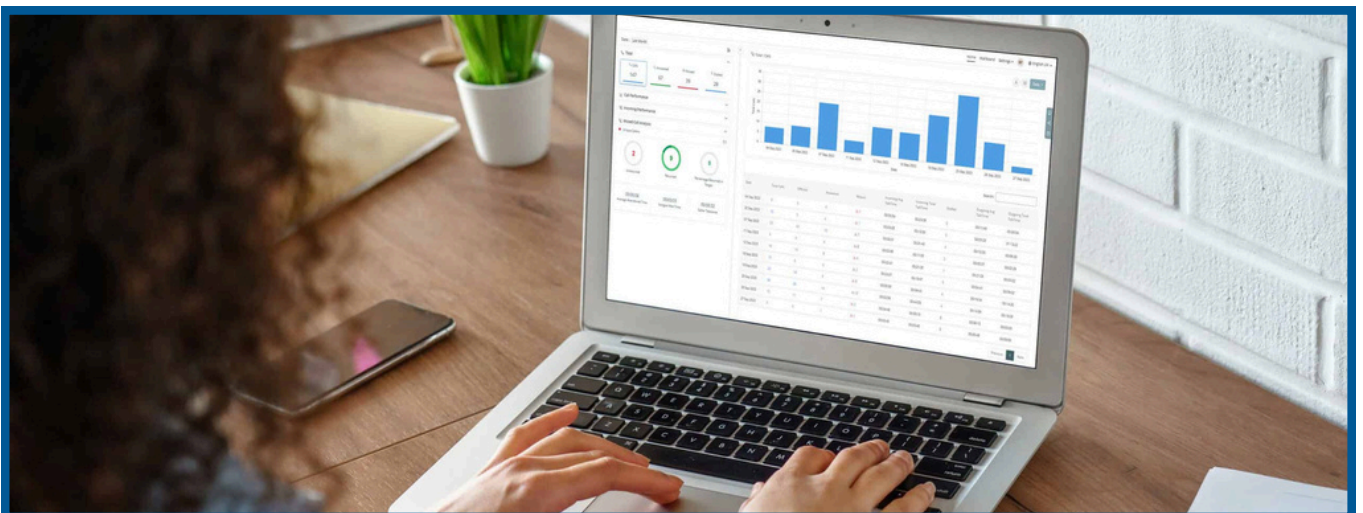Analytics 365
Call Analytics for Microsoft Teams

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. View live and historical data 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

1. When are your customers calling?
2. How many calls are waiting in the queue?
3. How long will they wait to be answered?
4. Are you meeting customer expectations?
5. Are you spending the right amount of time on calls?

1. Is workload balanced across individuals and teams?
2. Who are your best performers?
3. Are you offering a consistent level of service?
4. Do service levels dip below expectation?
5. How many callers have you missed and are you calling them back?

Easy To Use: Analytics 365 Call Analytics for Microsoft Teams is a cloud analytics service that synchronizes with Microsoft 365 to speed up deployment and simplify ongoing admin. A single pane view of call activity and user availability 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.

Optimize Customer Experience: Analyze 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.

Manage performance 'in the moment': View live calls in queue and user status to manage call performance and staff availability.

Drive Productivity and Business Performance: View performance by individual users, selected teams, or the whole organization 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 maximize revenue and minimize 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.