



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

Understand Your Customers

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

Drive Productivity

Are individuals optimising call time and workload? Who are our top performers and their communication habits?

Manage Service Levels

Are we maintaining high service levels or falling short? How many callers were missed, and are we following up?

Make Better Decisions

Gain insights, make smarter decisions, & stay ahead of the competition. Dive into details and share findings with ease.

Measure the Impact of Change

Compare performance and track trends to optimise working practices, staffing, 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 organisation
- Select and share actionable insight through dashboard and wallboard views

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 screen 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, analysing 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:** 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.

Use Case Examples

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. Analyse call patterns and plan for exceptional events?
4. Understand the impact of changes?

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.