

Manage, analyse and control communications

The comprehensive and easy to use icall suite report module integrates with your PBX telephony system and quickly delivers measurable results. Extract and manipulate data to be able to efficiently manage your business communications, increase productivity and make informed decisions.

Why analyse call activity?

- Maximise the return on your telecoms investment
- Improve customer service, helping you to retain customers
- Increase revenue by monitoring and improving your business performance
- Improve call handling techniques
- Detect telephone fraud early
- Reduce communications costs

Call reporting for iPECS

Seamless integration with your iPECS enables you to:

- Identify unanswered calls
- Verify call costs
- Identify billing anomalies
- Combat telecommunications fraud
- Control communications capacity and traffic flows
- Design staff shift patterns around call volume to achieve Service Level Agreements (SLAs)
- Generate revenue through call cost mark-up and line rental charges
- Deliver organisational, extension and client billing
- Optimise staffing levels and efficiency

Phone Monitor

Phone Monitor is included in this module and shows a real-time view of extensions on the system, providing information such as status, time in status, total talk time and the number of inbound/outbound calls.

Teams can configure up to three custom groups to show the extensions they require. At all times you will be able to see at a glance the status of users by the colour shown by their name. The application shows the extensions name and number along with text describing the extensions status.

Functionality

Enhancing service and support

Manage service levels and make informed decisions about your business:

- Identify trends in performance real-time
- Reduce manpower costs by minimising wastage
- Enhance manpower planning and forecasting
- Control resource capacity and redirect traffic flows
- Manage staff workflow; design shift patterns based on call volume, duration and SLAs
- Report on performance for senior management
- Effective benchmarking and performance monitoring
- Create specific billing for campaigns and clients.

Detailed analysis enables you to maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.

Dashboards and widgets

Creating and running reports can be time-consuming, so the dashboard has been designed to deliver up to date information in a highly graphical way using widgets.

Widgets are mini reports which are run and refreshed regularly and can be displayed in tabular or graphical formats.

The report module comes with a catalogue of predefined widgets including: grade of service, caller tolerance, hourly call distribution, extension detailed information, web page, DDI call information.

You are also able to create your own widgets from your own specifically targeted reporting data. Any report with any combination of filters can be turned into a widget and displayed as a graph, wallboard, speedometer, thermometer or table.

Wallboard widget alarms

Wallboard widgets allow alarm thresholds to be set for the data being displayed. Triggers can be set for dropping below or rising above threshold figures. An email can be sent when the alarm is triggered. Different thresholds can be set for weekends / weekdays.

External data widgets

With some additional professional services you can connect to Excel, Access, SQL and any other industry standard database using ODBC, to display non-telephony based information.

DDI reporting

Monitor inbound calls to your DDI numbers, providing performance figures for the Grade of Service and Percentage of Calls Answered (PCA). Caller tolerance helps you to understand how long customers are prepared to wait to be answered.

Missed calls and unreturned missed calls

The missed calls report provides a list of missed calls by extension. Missed calls are defined as unreturned when either the caller has not called back and been answered successfully, or when a member of staff has not yet returned the call.

The unreturned missed calls report will provide a concise list of callers who have not been called back within a certain period or between a selected range of dates. Unreturned missed calls can be identified in real-time by intelligent CLI (Calling Line Identity), enabling a rapid recovery of abandoned or lost calls. This report can be displayed in real-time as a widget.

Flexible reporting

For businesses that provide outbound call services to clients / third parties or wish to segment billing costs, a catalogue of standard, highly configurable reports is included, that can be customised to your exact requirements.

Executive summary

High level reporting collates information from multiple reports, observations & recommended actions and can be emailed to key decision makers.

Multi-site management

Effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available in real-time over a LAN or WAN. The system checks for any potential drops in connection to ensure that analysis is correct and up to date.

