



ISI Public Sector UC Analytics & Call Reporting

ISI partners with state and local governments to provide comprehensive Cisco, Avaya, and Microsoft Teams network analysis, call detail record visibility, call retention services, and more.

BUSINESS LINE IMPACTS

More usable and valuable unified communications data to drive better business decisions.

Examples include:

- Self-serve business manager report generation access
- Real-time employee productivity and interaction monitoring
- Customer experience analysis
- Success-based KPI and SLA measurements



COMPLIANCE

Complete historical call activity visibility and fast, flexible, and on-demand ad hoc search tools.

Examples include:

- Audit trails of calls made and received to comply with regulations, ensure compliant data availability, and provide the user-defined automatic destruction of aged data
- Real-time specific event information
- Alarms and exception reports and dashboards to warn of potential abuse
- Human Resources support
 - + Employee harassment, phone abuse, or productivity concern investigation



INFORMATION TECHNOLOGY IMPACTS

Complete telecom infrastructure, call analysis, and business line reporting visibility.

Examples include:

- Reducing net telecom expenses
 - + Right-size SIP and conventional trunk facilities
 - + Identify and eliminate telecom misuse and abuse
- Providing business line managers self-serve report generation access
- Voice and video capacity utilization tracking
- QoS reporting and troubleshooting
- Department or agency chargeback, internal cost allocation, and carrier bill reconciliation support



CONTACT CENTER IMPACTS

Complete caller experience service-level visibility and custom report building.

Examples include:

- Cradle-to-grave agent or extension inbound call routing visibility
- Device-level call tracking and reporting, softphone adoption, used/unused device management
- Cisco UCCX agent statistics, calls in progress, and queue metrics
- Cisco Hunt Group Native Call Queuing statistics
- Call volumes, answer/abandon rates, and ring-time information
- Trend reporting to anticipate peak call days/hours and optimize staffing levels

