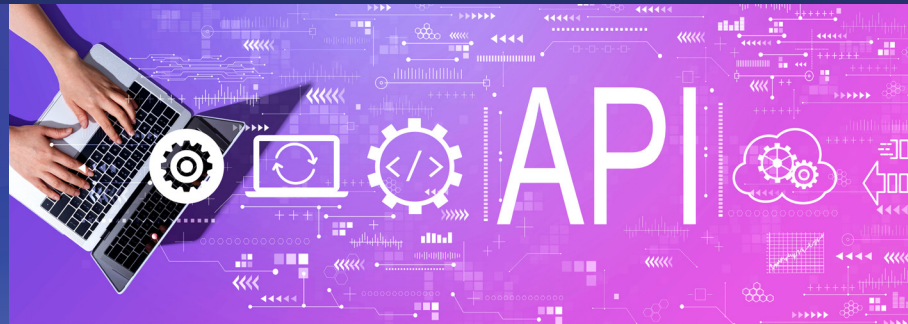# ISI

ISI Call Detail Acquisition API

An Alternative to User Portal Call Data Access

OVERVIEW

Add the ISI API to ISI's Cloud Analytics platform as a powerful and automated gateway to your unified communications data sources.

An extensive menu of predefined scheduled and ad-hoc reports comes standard with ISI's core unified communications and call analytics services – all delivered from the ISI web-based user interface.

But what if you don't want to access the ISI portal to secure the communications information you need? What's more, what if you want all of your cross-functional data in a single place with the ability to retain it for as long as required in order to meet internal or regulatory requirements?

To address these needs and more, the optional ISI API has you covered.

More Than Just Unified Communications Data in One Place

Merge communications data with other application and system data sources from across your company, including sales, payroll, accounting, human resources, and more.

Automated Call Data Where You Want it, for as Long as You Want it

Integrate the ISI API with your company's enterprise data warehouse infrastructure to automatically access, use, maintain, and retain historical call data for as long as you want to keep it – all without the need to purchase additional data retention resources.

No User Interface to Learn

Your IT team doesn't want to learn yet another application interface to secure the communications data they need. Don't make them. Instead, let your team use the ISI API to write an interface that feeds unified communications data streams into business intelligence tools, processes, or portals already in use.

Write to the ISI API

Sometimes even we fall short. If ISI's extensive library of customized reports and dashboards doesn't give you the communications data you need, no problem. Use the ISI API and have your team write code to access and distribute this additional information.