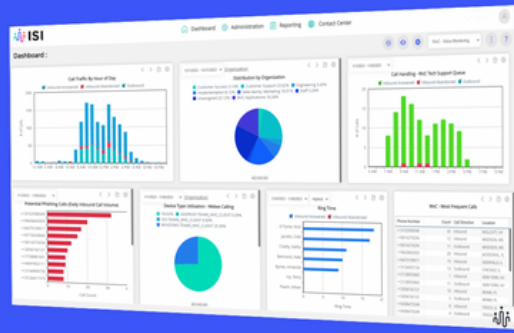


Moving to Webex Calling? Bring complete visibility & robust reporting with you!



User Interface Optimized for Line-of-Business

- Flexible Report Options
- Automated Report Delivery
- Organizational Awareness for Data Security
- Less Dependency on your IT Resources

Infotel Select delivers the business-centric call activity analytics you expect from Cisco CUCM, Avaya, and other legacy on-prem UC platforms, even after you move to Webex Calling.



Seamless, single pane-of-glass visibility into entire voice network



Employee Productivity

- See:
 - Number of calls made or received
 - Traffic by time of day
 - Average call duration
 - Call destination
- Improve staff scheduling
- Recognize high performers
- Target training opportunities



Caller Experience

- Gain critical caller experience visibility with cradle-to-grave call tracking.
- Infotel Select's cradle-to-grave reporting presents related call events in sequence, and quickly reveals problematic call routing.
- See excessive transfers and easily determine corrective action.



Cost Allocation

- Infotel Select supports robust destination and route-sensitive call rating to price billable call events on customer-specified rates.
- More accurately allocate costs with true usage allocation.
- Monitor for waste, abuse, and misuse of voice network resources.



Searchable Call History

- Track inbound and outbound call activity associated to users and organizational hierarchy.
- Ad-hoc search quickly by most call attributes (originating or terminating party, number, caller ID, department, time of day, hunt group or call queue.)
- Standard 13-month data retention



Learn more at isi-info.com

Hunt Groups & Queues

Monitor:

- Call volumes
- Answer/abandoned rates
- Calls by answering agent

Reveal overall traffic and handling stats via daily, weekly, and monthly reports.

Hourly metrics takes guesswork out of staffing decisions.

Drill down exploration of calls reveals transfers, redirects, and time agents spend with individual callers.

Break Free of Webex Control Hub Reporting Limitations

Webex Calling's basic filters, limited customization and CSV-only output make reporting an IT project. Cover all of your bases quickly and accurately with Infotel Select's menu of over 100 predefined reports focused on a dozen areas of business concern.

Standard Infotel Select Reporting Includes:

- Organizational hierarchy leveraged in report filters, summary levels, access security and report distribution
- Fully customizable report constraints, fields, summary level, and graphics let you present info as desired
- Choice of report and data export formats – PDF, HTML, Excel, fixed or delimited ASCII text
- On-demand and scheduled report production with automated distribution direct to recipients
- Standard 13-months on-line data retention available for reporting – more available if needed
- A library of pre-defined and customizable widgets allow each user to configure a personal dashboard

Abuse & Misuse Detection

- Exception reports, customizable widgets, and user-definable alarms help automate detection and notification of undesirable call events.
- Trigger email, text message or scheduled report generation for international calls, after-hours calls, potential Phishing, 911 calls, or other call events.

Device Type Utilization

Troubleshoot, monitor technology adoption and identify unused or underused equipment with Infotel Select's Device Type Utilization visibility.

Device type information is made available through a variety of reports and handy dashboard widgets.

Whether you are migrating to Webex Calling exclusively or maintaining a multiplatform environment, Infotel Select provides the calling activity visibility you need.



Learn more at isi-info.com