

# Get Call Center–Like Metrics & Reporting

# ... without the Expense or Complexity

 **ISI**  
Infortel Select



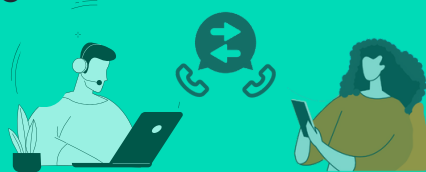
  

## Premium Queue Analytics

### User Interface Optimized for Line-of-Business

- Customizable Dashboard
- Role-Based Security Login
- Widgets
- Easy-to-Use Report Builder
- Automated Report Delivery

Leverage ISI's Queue Analytics for better caller experience insights.



Secure complete call journey visibility & insights, without the cost & complexity of deploying and maintaining a full-fledged contact center.

Is your inbound calling activity fully visible?

**Premium Queue Analytics** for Cisco, Webex, and Microsoft Teams is a low-cost alternative to expensive contact center infrastructure. Enhance standard reporting tools and satisfy fundamental business needs for call handling, wait time, and overall customer experience measurement.

How long do your callers wait on hold?

Are they getting to the right department?

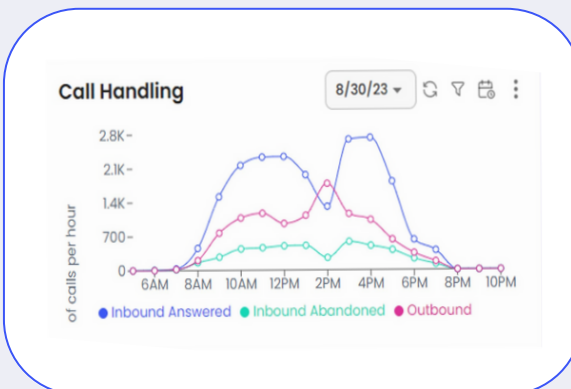
Or, are calls ending before any conversation occurs?

Expensive Contact Centers are not the only solution! See how **Premium Queue Analytics** provides a low-cost and powerful alternative to a full-fledged contact center deployment.

Learn more at [isi-info.com](http://isi-info.com)



### Real-time Dashboard Views



- Supervise agent productivity and performance in real-time and make sure your teams are hitting their KPIs.
- Color-coded threshold alerts allow you to quickly identify and respond to problems, flagging good, poor and critical conditions.

### Live Queue Summary

- Real-time reporting visibility, including calls in queue; agent availability; call abandon rate; and more.
- See what's happening now in each hunt group:
  - Calls in queue
  - Number of available agents
  - Abandon rate

### Daily & Hourly Statistics

- Access critical call performance data refreshed in real-time. Total number of calls, calls handled, calls abandoned, call queue times, and service level – it's all there. Drill down further to secure hour-of-day details for each call.



## Agent Status

- Monitor agent productivity, including current status, time in that status, calls handled, and more.
- Granular agent call detail metrics allow managers to see low and high performers, identify training opportunities, and get a clearer view of what it's like to call your organization.

**Optimize your Hunt Group and Queue insights with Infortel Select's Queue Analytics platform.**



## On-Demand Reports

Generate on-demand reports with just a couple of clicks. From high-level department views down to specific, detailed reports for each individual agent and call:

- **Hunt Group Summary**
  - Supervise & manage multiple hunt groups at once
- **Call Activity by Day or Hour of Day**
  - Drill down further to capture daily, weekly or monthly trends
- **Call Detail by Agent**
  - Get the most granular, specific level of insights for each call event
- **Cradle-to-Grave**
  - Complete transferred call path visibility
  - See entire customer call journey before it reaches a hunt group to after it leaves the hunt group

## Customer Use Cases

### Improve Caller Experience

Multilocation organization (**1,000+ locations, 5,000 users, 400 Queues**) leveraged Hunt Groups/Queues vs. deploying a full-fledged, and expensive, Contact Center:

- **Reducing calls transferred or forwarded to voicemail**
- **Gaining dashboards & reports tailored to specific managers & departments to help improve customer service & sales quotas**
- **Saving IT & business managers time (no more manual reports)**

### Measure Employee Productivity

With Hunt Groups deployed, Premium Queue Analytics provides key metrics:

- **Time to Answer**
- **Abandoned Rate**
- **Talk Time**
- **Hold Times**

### Reduce Costs

Is Contact Center overkill? ISI's advanced reporting satisfies the business needs where Hunt Groups and Queues are used.

If you need caller journey insights without the cost and complexity of a full-fledged Contact Center, there is Infortel Select Premium Queue Analytics.

Learn more at [isi-info.com](http://isi-info.com)

