

Manage, analyse and control communications with 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 choose icall suite?

Integration with your PBX enabling 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

- ✓ Comprehensive and feature-rich
- ✓ Easy to use
- ✓ Dashboard with customisable widgets
- ✓ Wallboard alarms
- ✓ Multi-site reporting
- ✓ Seamless integration

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



Filters													
Total Missed			Total Bounced			Total Out							
127			784			616							
matel	National	Local	Mobile	Others	Cost	In	Avg. Incoming	Missed	Bounced	Incoming Transferred	Internal	Network	Total Talktime
0	5	0	6	0	1.44	9	00:03:07	0	1	0	0	0	01:03:05
0	5	0	1	2	1.85	23	00:03:28	0	20	1	0	0	01:56:55
0	5	0	43	3	4.43	87	00:01:25	0	16	12			00:48:05
0	29	1	64	16	9	67	00:02:16	0					
0	19	0	50	5	7.09	75	00:02:43	0					
0	23	0	58	14	7.11	64	00:02:40	1					
0	0	0	0	0	0	2	00:00:00						
0	22	0	93	10	10.16	63							
0	11	0	34	9	6.47	85							
0	21	0	51	3	12.57								
0	2	0	0	0	0.08								

Functionality

Enhancing service and support

Manage service levels and make informed decisions about your business:

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

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 will 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 & can be emailed to 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. For additional resilience, data collection units can store and periodically send data to the central system. Optionally local sites can have their own individual analysis.