

Manage, analyse and control communications with ireport. ireport integrates with any PBX telephony system, is comprehensive, easy to use and delivers measurable results in a very short time.

Our analytical solutions efficiently manage your business communications, empowering you to increase productivity and make informed decisions about your business.

Why choose ireport?

ireport integrates fully with any PBX enabling you to:

- Identify unanswered calls
- Verify call costs
- Identify billing anomalies
- Combat telecommunications fraud
- Control communications capacity and traffic flows
- Design agent shift patterns around call volume to achieve SLAs
- Generate revenue through call cost mark-up and line rental charges
- Deliver organisational, extension and client billing
- Optimise staffing levels and efficiency



- ✓ Arguably THE most comprehensive feature-rich solution on the market
- ✓ 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

Improve call handling techniques

Detect telephone fraud early

Reduce communications costs



Functionality

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. The Dashboard contains widgets that display relevant information in tabular or graphical views.

ireport 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 graphical, wallboard, speedometer, thermometer or tabular data views.

External data widgets

Connect to Excel, Access, SQL and any other industry standard database using ODBC to display non-telephone system information.

Dashboard wallboard alarms

ireport allows alarm thresholds to be set for data displayed on Wallboard style Widgets. Set triggers for dropping below or rising above threshold figures and send an email when the alarm is triggered. Alarms can be set for any day of the week.

ddi and unreturned missed calls reports

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 are prepared to wait to be answered.

The Unreturned Missed Calls report provides intelligent analysis of missed calls. View a concise list of callers who have not been called back within a certain period or between a selected range of dates. Analysis enables you to maximise the productivity of all your staff, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service.

Flexible reporting

For businesses that provide outbound call services to clients / third parties or wish to segment billing costs, ireport includes a catalogue of standard, highly configurable reports that can be customised to your exact requirements.

Enhancing service and support

ireport empowers you to make informed decisions about the way each informal call centre operates. With an advanced range of features and facilities normally only expected in a large, formal contact centre, ireport helps you effectively manage your service levels by:

- Identifying trends in performance in real-time
- Reducing manpower costs by minimising wastage
- Enhancing manpower planning & forecasting
- Controlling resource capacity & redirecting traffic flows
- Managing agent workflow; design agent shift patterns based on call volume
- Providing reports on performance, for senior management
- Generate revenue by offering outsourced call centre services
- Enabling effective benchmarking & performance monitoring
- Creating specific billing for campaigns & clients.

Detailed analysis enables you to maximise the productivity of staff and resources, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service to existing clients and new prospects.

Multi-site management

ireport can 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 be used to store and periodically send data to the central system. Optionally local sites can also have their own individual analysis.

Seamless integration

ireport and irecord integrate fully to provide a comprehensive and easy to use suite of business tools.