



CLARITY THROUGH THE CLOUD

Hosted Call Management & Contact Centre reporting service

Real Time Statistics

See what you need to do NOW to deliver the best levels of customer service & performance.

Historical Cradle to Grave Reporting
Search for call records using a wide set of criteria.

Alarms for Key Performance Metrics
Become aware at the time that processes are not meeting objectives.

Abandoned Call Recovery
Recover potential lost revenue and improve service by returning abandoned calls.

Internal Call Tracking
Measure call activity between departments and locations.

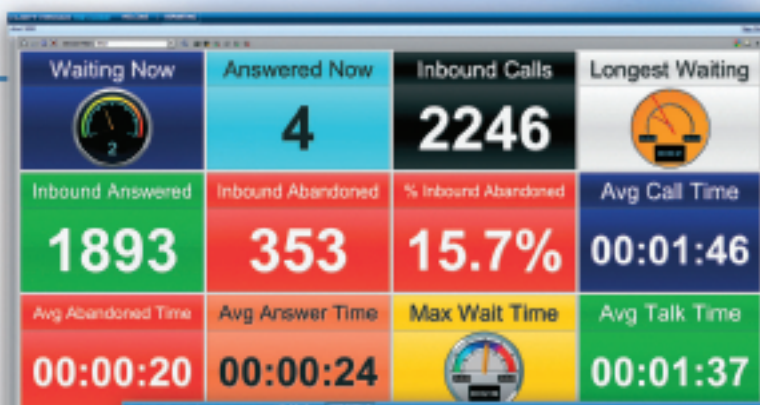
Extension Busy Lamp Field
See who is available or busy and for how long, to better handle customer calls.

Browser accessed from MAC, P.C, Tablets, Smartphones...
Viewable virtually anywhere at any time by any browser equipped device.

Trend Analysis by Half hour, Day, Week, Month
Monitor traffic trends to allocate resources optimally.

Multi Site reporting as standard
Measure and analyse activity between offices, even teleworkers.

Pay As You Go minimum 30 days
No long contracts or large capital expenditure, only pay for what you use, when you need it.



Description	Fax Call	In	Out	Park Time	Unhold Time	Out	Bus Time	Hold	Out/In	Fax To	Avg Th	Avg Wait	Avg Dis	Avg
Samuel King	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Samuel King	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



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