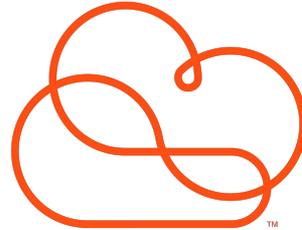
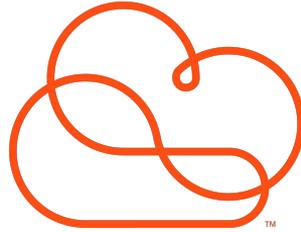


Report Analytics

Transforming Data into Decisions for
Unparalleled Business Insight





Workspace Performance

Use different reports, views, and dashboards to see real-time and historical data for the contact center.



Agent Performance

The Agents Performance Summary view displays current and historical metrics and data about agents.



Campaign Performance

To show only certain data, customize the Campaigns Performance Summary view.



Agent Status

View displays real-time information about agents' statuses, including the length of time agents stay

Integrated workspace ensures that agents can efficiently handle customer inquiries across various communication channels

Interactions



Statistics for inbound calls based on the DNIS a customer dials to reach your contact center.

DNIS Performance



Efficiently directing requests to the right agents and continually monitoring performance for a responsive and efficient experience.

Queue Activity





Queue Performance

Ensures timely resolution of customer interactions by minimizing wait times, optimizing agent productivity through intelligent routing, and providing real-time monitoring



Skills Performance

Meet customers on the popular platforms they already use to build positive customer experiences.



Scheduled Callback

Capture and convert more sales-ready opportunities with AI-powered assistants.



Wrap Up Performance

Use accurate, consistent data to make more informed decisions across your back office.