

KCOM

SmartComms UC

Call analytics

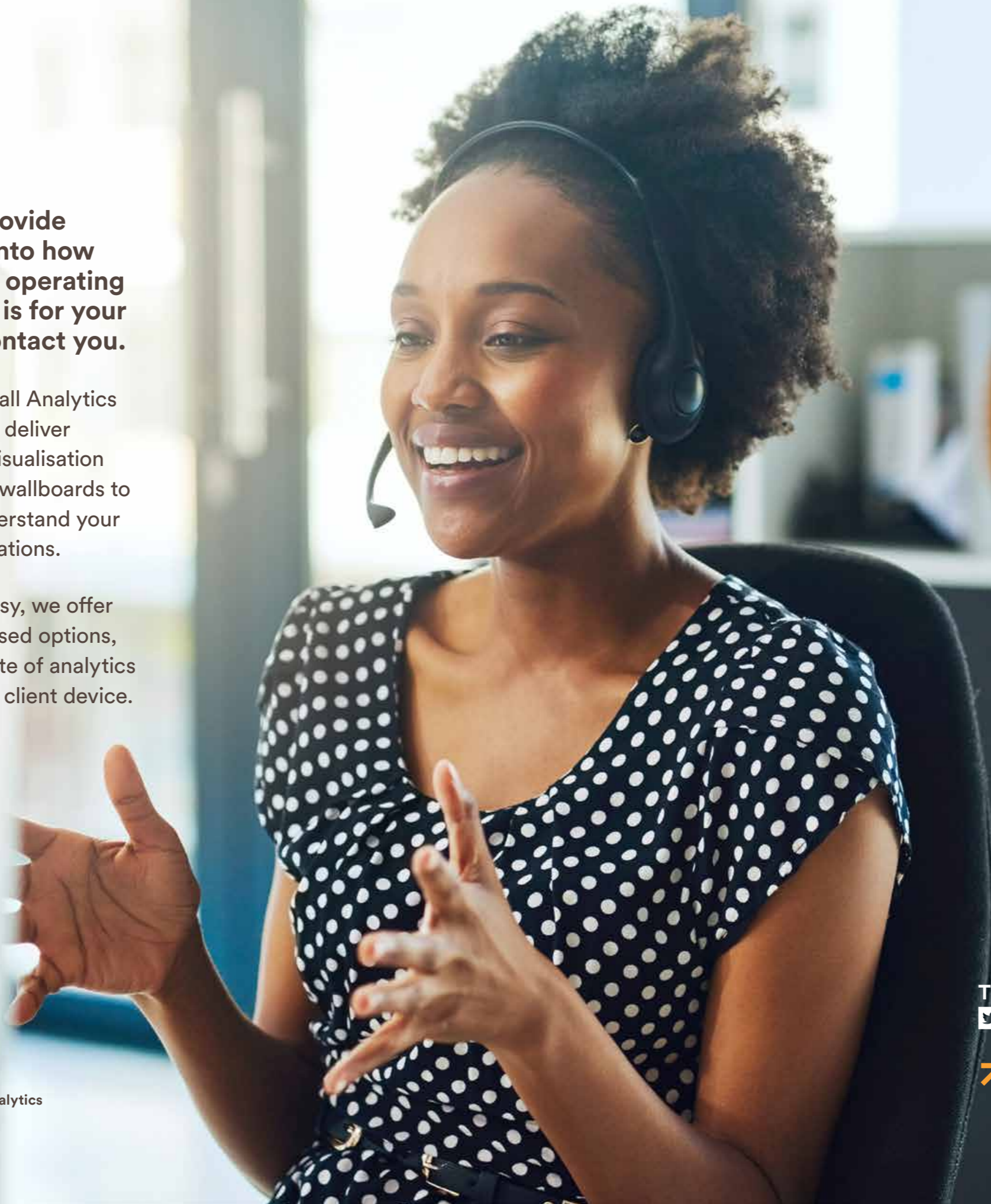




Call data can provide useful insights into how your business is operating and how easy it is for your customers to contact you.

SmartComms UC Call Analytics is a powerful tool to deliver powerful call data visualisation via dashboards and wallboards to help you better understand your business communications.

To make your life easy, we offer three mobile-optimised options, each providing a suite of analytics accessible from any client device.



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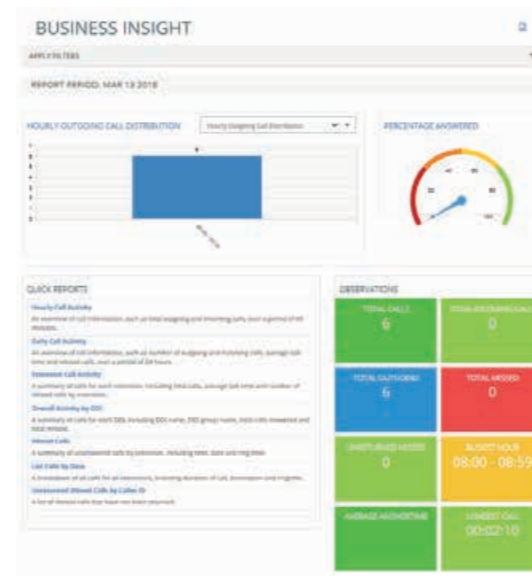
iCS Insight

Providing powerful data visualisation via an intuitive dashboard and wallboard

Call metrics

The dashboard displays data for the past 12 months, presenting a summary of call metrics by user, extension and DDI, including:

- > Hourly incoming/outgoing call distribution
- > Percentage Calls Answered (PCA)
- > Important observations including:
 - > total calls
 - > busiest hour
 - > average answer time
 - > longest call
 - > total missed and unreturned missed calls



Monitor performance

The visual wallboard provides three pre-defined wallboards, designed to display essential analytics:

- > Summary display of total calls, missed calls, ring-time and talk-time for each DDI or extension
- > Business summary displays business-wide total calls, missed calls, average ring-time and total talk-time



Export and email

Comprehensive business reports are quickly accessible and can be exported (pdf/csv) or emailed to any email address.

iCS Report

Providing the ability to manage service levels and make informed decisions about your business

Report

Access an extensive catalogue of reports or use filters to customise your own reports to identify trends in performance.

The Executive Summary provides a high level summary of the business, including observations and recommendations. Multiple reports are consolidated into one single report, which can be exported or emailed to key decision makers.

- > **Flexible reporting** – a catalogue of standard, highly configurable reports is included, that can be customised to your exact requirements using filters. All reports can be exported as PDF/CSV files, emailed to any email address or scheduled to run at specific intervals.
- > **Granular reporting** – monitoring call activity to analyse performance by extension, department, DDI and user, using a range of metrics including:
 - > total calls
 - > destination
 - > talk-time
 - > ring-time

Incoming call analytics

Measure call volumes, targets, Grade of Service (GoS), Percentage Calls Answered (PCA) and unreturned missed calls.

Detailed analysis lets you maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.

Customisable dashboards and wallboards

Dashboards save time by delivering up-to-date information in a graphical way, using a catalogue of live tiles or customisable tiles that show the metrics you need.

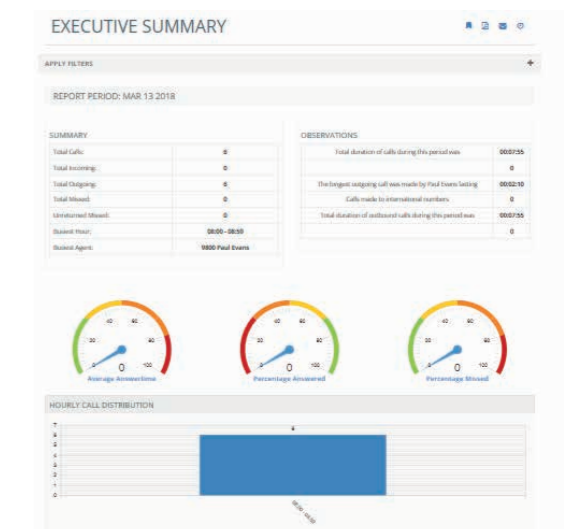
- > Live tiles are mini reports which refresh regularly and display in tabular or graphical formats
- > Any report, with any combination of filters, can be turned into a tile and displayed as a graph, wallboard, speedometer or table

Permissions-based access

iCS Report enables user access permissions to be restricted by role.

My Console

This feature provides the option to allow specified users to access their own analysed data.



iCS Report Premier

Delivering powerful live call analytics via dashboards and wallboards.

Monitor up-to-the-minute analytics

iCS Report Premier enhances the iCS Report by adding live call statistics for monitoring and management of customer-facing teams.

Live call reporting

Live reporting of calls, queues and call handling statistics by hunt group, call queue and DDI.

Pre-configured reports include:

- > availability and punctuality
- > total time available
- > Do Not Disturb (DND) time
- > Grade of Service (GoS)
- > Percentage Calls Answered (PCA)
- > call queues
- > waiting time
- > abandoned calls
- > unreturned missed calls

Essential team statistics at a glance

Display performance call queue parameters on group wallboards in real-time.

Monitor call handling presence

View the live status of call handlers and monitor analytics by call handler.

Staff resourcing

Review performance and use “what if” calculations to forward plan staff shifts.

Wallboard

Hunt group wallboard

Allow performance call queue parameters to be monitored continually in real time.

Key metrics

Displayed on live tiles ready to share on a desktop or large screen (an essential tool for any business handling inbound calls).

Supervisors are able to see the status of call handlers, number and duration of inbound/outbound calls, available time and time on DND.

Live calls

Display the current calls in progress within the business. View call direction (outgoing or incoming), extension name, DDI, current call status (ringing or on call) and time in current status.

Call centre queue statistics

View metrics on call centre queues including average queue time, wait time and call duration. Analyse call handling including missed / declined calls and average call duration.

Staff resourcing

Review past performance and use “what if” calculations to forward plan the number of staff and times of day you want them to work.

Model and predict using different staffing levels or different volumes of calls to ensure optimum resource.

My Console

As well as providing access to agents’ own analytics, My Console gives them the ability to view their own personal wallboard and call history.



Feature matrix

Feature	iCS Insight	iCS Report	iCS Report Premier
Accessible via web browser across mobile devices	✓	✓	✓
Data refresh rate	Up to 15 min delay	Real time	Live
Multi-site call reporting	Single site	✓	✓
Reports in multiple output formats (PDF/CSV) which can be emailed to multiple email addresses	✓	✓	✓
Configurable dashboards and report filters	Pre-defined	✓	✓
Wallboard with customisable tiles	Pre-defined	✓	✓
Historical call analytics	12 months	✓	✓
Detailed call reporting, call activity by user, area and duration	✓	✓	✓
Reports by DDI	✓	✓	✓
Reports by hunt group and call centre queue	✓	✓	✓

Feature	iCS Insight	iCS Report	iCS Report Premier
Call traffic reports by hour/half hour	✓	✓	✓
Customer reports (by CLI)	✓	✓	✓
Unreturned missed call reports	✓	✓	✓
Incoming call analytics (measuring call volumes, targets, unanswered calls)	✓	✓	✓
Incoming calls Percentage Calls Answered (PCA)	✓	✓	✓
Incoming calls Grade of Service (GoS)		✓	✓
Multi-level reporting by site, division, department and cost centre		✓	✓
Restrict Supervisor access by role (site, division, department and cost centre)		✓	✓
High level Executive Summary Report (multiple reports consolidated into a single report)		✓	✓
Report scheduling (by day, week or month)		✓	✓

Feature	iCS Insight	iCS Report	iCS Report Premier
Call ring-time, duration and missed calls by DDI/hunt group		✓	✓
Staff level modelling		✓	✓
Contact centre agent modelling			✓
Live call waiting in business by DDI			✓
Live waiting time for calls by DDI			✓
Live calls waiting and waiting time by call centre queue			✓
Availability (showing subscriber on call, free, etc.)			✓
My Console user access to own call analytics		✓	✓
Integration with external data widgets via APIs		✓	✓

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