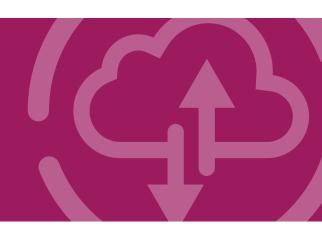


## Wholesale Hosted Centrex Call Analytics using call suite



## Features Overview: Reporting

ci-site call reporting orts in multiple output formats (PDF, CSV) which can be emailed to any il address(es) figurable dashboards ort filters board with customisable tiles tile creator for creation of customised wallboard orical call analytics	Up to 15 mins Single Site Pre-defined Pre-defined	Real-time**	Live
ci-site call reporting orts in multiple output formats (PDF, CSV) which can be emailed to any il address(es) rigurable dashboards ort filters board with customisable tiles tile creator for creation of customised wallboard orical call analytics	Single Site  Pre-defined	Real-time**  • • •	Live
orts in multiple output formats (PDF, CSV) which can be emailed to any il address(es) figurable dashboards ort filters board with customisable tiles tile creator for creation of customised wallboard orical call analytics	Pre-defined	•	•
il address(es) rigurable dashboards ort filters board with customisable tiles tile creator for creation of customised wallboard orical call analytics		•	•
bort filters board with customisable tiles tile creator for creation of customised wallboard prical call analytics		•	•
board with customisable tiles tile creator for creation of customised wallboard prical call analytics	Pre-defined	•	•
tile creator for creation of customised wallboard prical call analytics	Pre-defined	•	
prical call analytics			•
			•
	12 months	•	•
illed call reporting; call activity by subscriber, by area and by duration	•	•	•
orts by DDI	•	•	•
orts by hunt group and call centre queue		•	•
traffic reports by hour/half hour	•	•	•
omer reports (by Caller ID)	•	•	•
eturned missed call reports	•	•	•
ming call analytics (measuring call volumes, targets, unanswered calls)	•	•	•
ming calls Percentage Calls Answered (PCA)	•	•	•
ming calls Grade of Service (GoS)	•	•	•
ri-level reporting by site, division, department, cost centre		•	•
rict Supervisor access by role (Site, division, department, cost centre)		•	•
level Executive Summary Report (Multiple reports consolidated into single report)		•	•
ort scheduling (by day, week, month)		•	•
ringtime, duration and missed calls by DDI/hunt group	•	•	•
Flevel modelling		•	•
ract centre agent modelling			•
call waiting in business by DDI			•
waiting time for calls by DDI			•
calls waiting and waiting time by call centre queue/Hunt group			•
call status (showing on call, free, on DND)			•













## Features Overview: Reporting

Features	iCS Insight	iCS Report	iCS Report Premier*
Supervisor Analytics			
Call centre reporting at call detail level			•
Inbound, outbound and missed call lists			•
Bounce reporting			•
Agent Reporting			
Agent busy reporting			•
Agent availability live updates and status analysis			•
Agent activity reporting			***
Reporting on agent activity by call centre queue			•
Duration in status			***
Reason code/wrap-up reporting (availability)			***
Caller/caller party details (own call or other user)			•
My Console			
My console user access to own call analytics			•
Active status control (DND, Log in/out of queue)			•
Personal wallboard			•
Personal call history			•

- \* Please check availability of iCS Report Premier on your hosted telephony system
- \*\* Dependent on your hosted telephony system
- \*\*\* Features not available on BroadWorks Call Center Basic
- Requires Agent license upgrade

## **BT** wholesale













The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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