

# Wholesale Hosted Centrex Call Analytics

using [icall suite](#)



## Features Overview: Reporting

Features	iCS Insight	iCS Report	iCS Report Premier*
Accessible via web browser across mobile device	●	●	●
Data refresh rate	Up to 15 mins	Real-time**	Live
Multi-site call reporting	Single Site	●	●
Reports in multiple output formats (PDF, CSV) which can be emailed to any email address(es)	●	●	●
Configurable dashboards	Pre-defined	●	●
Report filters		●	●
Wallboard with customisable tiles	Pre-defined	●	●
Live tile creator for creation of customised wallboard			●
Historical call analytics	12 months	●	●
Detailed call reporting; call activity by subscriber, by area and by duration	●	●	●
Reports by DDI	●	●	●
Reports by hunt group and call centre queue		●	●
Call traffic reports by hour/half hour	●	●	●
Customer reports (by Caller ID)	●	●	●
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, cost centre		●	●
Restrict Supervisor access by role (Site, division, department, cost centre)		●	●
High level Executive Summary Report (Multiple reports consolidated into one single report)		●	●
Report scheduling (by day, week, month)		●	●
Call ringtime, 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/Hunt group			●
Live call status (showing on call, free, on DND)			●



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Features	iCS Insight	iCS Report	iCS Report Premier*
<b>Supervisor Analytics</b>			
Call centre reporting at call detail level			●
Inbound, outbound and missed call lists			●
Bounce reporting			●
<b>Agent Reporting</b>			
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)			●
<b>My Console</b>			
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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