

# Call Analytics



**UNDERSTAND YOUR BUSINESS**



**ANALYSE CALLS FROM BEGINNING TO END**



**OPTIMISE RESOURCES AND COSTS**



**ENHANCE CUSTOMER RETENTION**

Whether you are looking to optimise costs and resources or enhance existing contact processes, our advanced Call Analytics solution can provide a platform to support business growth.

Our comprehensive solution encompasses call reporting and call management services which provide key insight into the effects of current practices, enabling you to enhance the customer experience.

A versatile, intuitive, and cost-effective solution designed to adapt to the specific needs of your business.

## KEY BENEFITS

- Deploying your call management system has never been easier with our Cloud-Based solution which side-steps the need for costly infrastructure, producing no additional capex costs.
- Limit costs further with our monthly per-user charge instead of being restricted by traditional long-term contracts.
- Profit from a highly scalable solution which allows you to manage anywhere from 2 to 10,000 users across multiple sites with ease via our dedicated customer portal.
- Enjoy the benefits of viewing over 200 sets of historic and real-time statistics on live wallboards either on-site or remotely via your preferred device (mobile, laptop, etc.)\*
- Digital wallboards can be configured to display the metrics you require whilst statistics can be viewed in chart format\* to easily identify trends and track performance levels.
- We deliver a tailored solution with the added value of integrating with our Call Recording Solution to offer more detailed monitoring of inbound and outbound communications.

## PRODUCT OPTIONS

- Lite (Basic)\*\*
- 1000 (Intermediate).
- 2000 (Advanced).

## FEATURES & BOLT-ONS

- Desktop Wallboard\*
- Wallboard App\*
- Presence\*
- Call Recording Plug-In (Inbound calls only)
- Polycom VVX integration



Waiting Now	Longest Waiting Now	Abandoned Call Cost	% Service Level
1	00:00:02	£1,000.00	
Active Calls	Answered Now	Inbound Calls	Inbound Abandoned
2	1	2	1
In Available	Inbound Answered	Avg Talk Time	Current Date/Time (24h)
1	1	00:00:13	25-Apr-2018 13:16:37

## CALL RECORDING PLUG-IN AND PRESENCE

- **Presence:** Includes Personal Historical Call List and Extension BLF - Presence report styles
- **Call Recording:** Full integration with our Call Recording solution, offering cradle-to-grave recording retrieval

### LITE\*\*

- The essential tool for managing your communications
- Cradle-to-grave historical and scheduled reporting
- Trend analysis over various intervals (i.e. every 30 minutes, daily, weekly, and monthly)

### 1000

- Offers real time call analytics
- Display on desktop wallboard or Wallboard App
- Monitor extension activity
- View the status of colleagues
- Recover abandoned calls and potential lost revenue
- Includes features from Lite

### 2000

- The complete contact centre tool
- Measure factors such as time on duty
- Manage staff, campaigns and resources effectively
- Optimise customer service
- Includes features from Lite and 1000

## WHY CONSIDER CALL REPORTING

### To identify:

- The number of sales enquiries that are being missed every day
- The day of the week that most calls are received
- Trends in daily communications within a particular hunt group
- If staffing adjustments need to be made at certain times during the day
- How long inbound calls are waiting to be answered before the user hangs up
- How many abandoned calls are made per day, and unreturned lost calls in real time

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions.

Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit [www.exponential-e.com](http://www.exponential-e.com) or email [info@exponential-e.com](mailto:info@exponential-e.com)



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