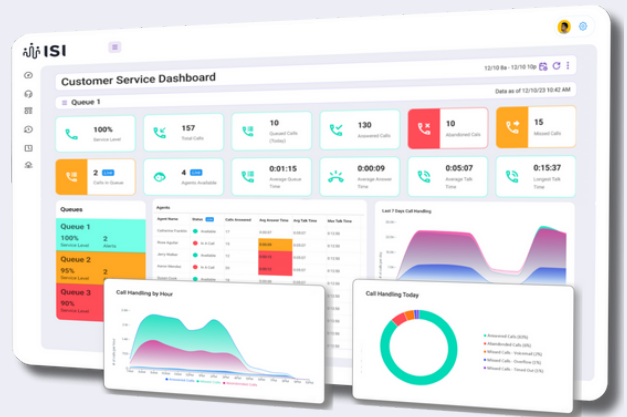


# Improve Caller Experience & Employee Productivity with ISI Queue Analytics



## Delivering Value Organization-Wide

### CIO | CFO | CTO

- Significant cost savings when using included queuing features bundled with ISI Queue Analytics vs. Contact Center applications
- Reduced complexity — easier to manage for Operations and Voice Teams
- Easily add additional queues and users as needed

### Operations Team

- Call Center-like analytics for data-driven decisions
- Implement and manage core Contact Center KPIs without heavy investment
- Actionable intelligence driven by customer calling experience metrics

### IT | Voice Team

- Seamless integration with existing calling platform
- Simplify ad-hoc reporting and end-to-end caller journey analytics
- Easier to manage call center-like capabilities vs. Contact Center applications

## Queue Analytics

### Gain Call Center-Like Metrics Without the Complexity of Deploying a Contact Center

Leverage ISI Queue Analytics for data-driven insights. With the existing capabilities of your calling platform and ISI Analytics you get a robust, low-cost alternative to expensive contact center infrastructure.

#### KPIs Monitored:

- Call volume
- Answer/abandoned rate
- Agent Status
- Calls by answering agent

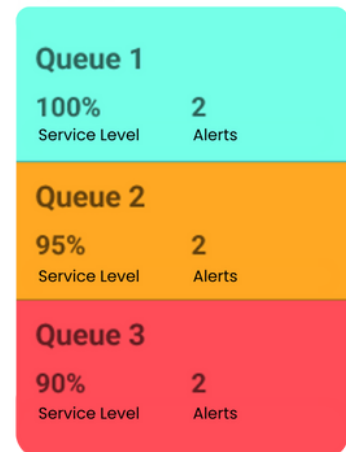
#### Deep Insights

- Reveal overall traffic and handling stats with daily, weekly, and monthly reports
- Hourly metrics take guesswork out of staffing decisions
- Drill down exploration of calls reveals transfers, redirects, and time agents spend with individual callers

#### Reports Include:

- Queue Summary, for supervising and managing multiple call queues at once
- Call activity by Day or Hour of Day to capture trends
- Call Detail by Agent to get the most granular, specific level of insights
- Cradle-to-grave gives complete transferred call path visibility. See the entire customer call journey before it reaches a queue to after it leaves the queue

#### Queues



Find ISI in the Microsoft Azure Marketplace



Find ISI in the Webex AppHub



Find ISI in the Cisco Global Partner Ecosystem

**Empower your organization with ISI's robust reporting engine, dashboards and alerts focused on many areas of business concern.**

### Caller Experience

- Cradle-to-grave reporting quickly reveals problematic call routing
- See excessive transfers and easily determine corrective action
- Dashboards and reports tailored to managers/departments

### Employee Productivity

- Analyze calls made/received, traffic by time of day and call duration
- Improve staff scheduling efficiencies with call activity metrics
- Recognize high performers and target training opportunities

### Call Data Compliance

- Track inbound and outbound call activity associated to users and organizational hierarchy
- Ad-hoc search quickly by most call attributes (originating or terminating party, number, caller ID, department, time, hunt group or call queue)
- Unlimited data retention

### Alerts & Notifications

- Exception reports, customizable widgets, and user-definable alarms help automate detection and notification of undesirable call events
- Trigger email, text message or scheduled report generation for international calls, after-hours calls, potential Phishing, 911 calls, or other call events

### Cost Allocation

- Support Finance teams with robust call accounting
- Monitor for waste, abuse, and misuse of voice network resources

### Device Type Utilization

- Troubleshoot, monitor technology adoption and identify unused or underused equipment with Infortel Select's Device Type Utilization visibility
- Device type information is made available through a variety of reports and handy dashboard widgets

## Standard ISI Analytics Reporting Includes:

- Organizational hierarchy leveraged in report filters, summary levels, access security and report distribution
- Fully customizable report constraints, fields, summary level, and graphics let you present info as desired
- Choice of report and data export formats — PDF, HTML, Excel, fixed or delimited ASCII text
- On-demand and scheduled report production with automated distribution direct to recipients
- Standard 13-months on-line data retention available for reporting — more available if needed
- A library of pre-defined and customizable widgets allow each user to configure a personal dashboard

**Learn more about how ISI Analytics saves costs & delivers powerful insights for Microsoft Teams Phone, Webex Calling, and Cisco UCM.**