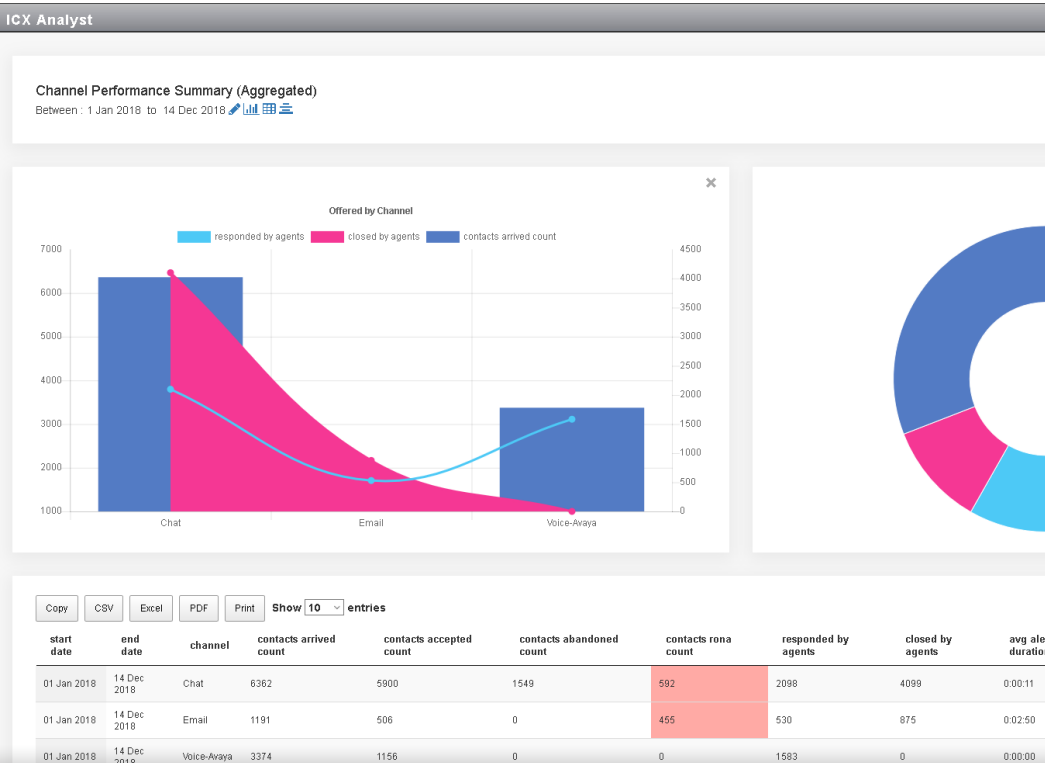


Reporting & Analytics

iCX provides multichannel reporting and analytics to track the performance of your contact centers across channels, queues, agents, outcomes, and more. Users can analyze data across all functions by choosing from over fifty standard reports or using the custom report builder. iCX also leverages Elasticsearch technology to provide users bleeding-edge search functionality all within the reporting center. Whether you need to access data in real-time, schedule recurring reports, or send reports automatically via email, iCX makes sure you are always in the know. Need to share reports with non-contact center users? You can export reports to a comma-separated values file, Microsoft Excel workbook, or PDF.



KEY AGENT REPORTS:

- Agent Activity Across Channels
- Call Detail Records
- Traffic Analysis by Channel
- Queue Performance by Channel

KEY SUPERVISOR REPORTS:

- Channel Performance
- Queue Performance
- Agent Utilization and Productivity
- Campaign Performance
- Abandoned Contact Report
- Callback Performance

INTEGRATE WITH AVAYA BCMS REPORTING

Increase agent productivity and provide better customer service with an all-in-one solution for all of your call data in a central location. iCX integrates directly with your Avaya Basic Call Management System to deliver Avaya call data directly into your iCX reports. Pull through historical and real-time VDN reporting data such as inbound calls, ACD Calls, abandoned calls, and many more.

With this native integration, your contact center can benefit from enhanced iCX reporting without running a separate tool for Avaya related data.



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