



Hosted Call Management & Contact Centre reporting service

CLARITY THROUGH THE CLOUD

Real Time Statistics

See what you need to do NOW to deliver the best levels of customer service & performance.

Historical Cradle to Grave Reporting

Search for call records using a wide set of criteria.

Alarms for Key Performance Metrics

Become aware at the time that processes are not meeting objectives.

Abandoned Call Recovery

Recover potential lost revenue and improve service by returning abandoned calls.

Internal Call Tracking

Measure call activity between departments and locations.

Extension Busy Lamp Field

See who is available or busy and for how long, to better handle customer calls.

Browser accessed from MAC, P.C, Tablets, Smartphones...

Viewable virtually anywhere at any time by any browser equipped device.

Trend Analysis by Half hour, Day, Week, Month

Monitor traffic trends to allocate resources optimally.

Multi Site reporting as standard

Measure and analyse activity between offices, even teleworkers.

Pay As You Go minimum 30 days

No long contracts or large capital expenditure, only pay for what you use, when you need it.



If you want to manage it, measure it...

...It's your call !

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MOST INNOVATIVE
CLOUD BASED SOLUTION

