



DATASHEET

Report & Analytics

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A State-of-the-Art Report & Analytics builder!

In the GoContact, Report & Analytics are unified so that you can have in the same platform a quick and comprehensive access to quantitative data as well as their graphic report.

This analysis aims to ncrease your service productivity.

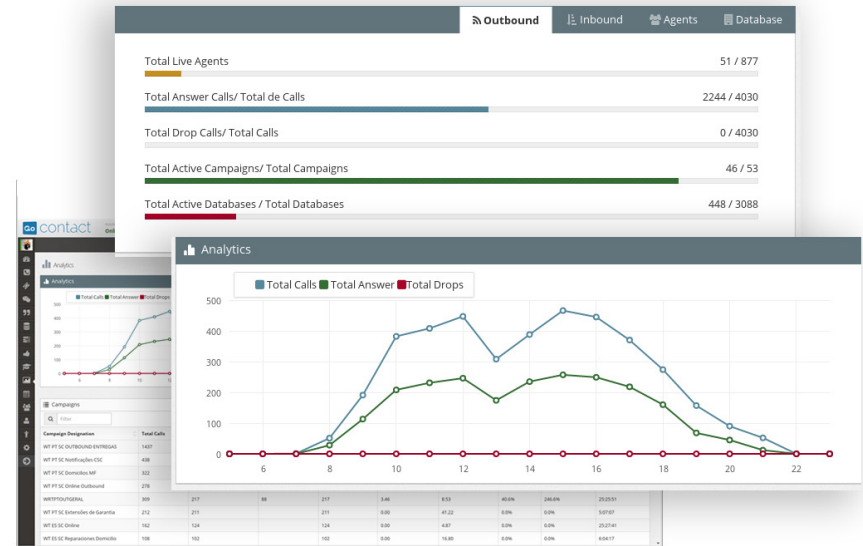
Based on a detailed analysis, you will be able to predict future service in the queues.

By allocating correctly and accurately the available resources, you will be able to optimize consistently your service!

Functionalities

- Providing direct analysis (Analytics) in real-time on: Voice Inbound, Voice Outbound, Agents and Databases.
 - Voice Inbound: analysis of results by line, agent and Outcomes.
 - Voice Outbound: analysis of results by line, agent, Outcomes and business results.
 - Agents: analysis of results by agent and Outcomes
 - Databases: analysis of results by Outcomes and business results.
- Simple Reporting: Provision of a set of reports with processed information, providing standard metrics for the different channels.
- Excel Templates: provides a simple construction mechanism of the customer's dashboard, based on existing reporting.
- Report Designer: providing information in raw data format to allow the construction of a customized reporting.
- Integrates a report builder that allows you to define the data to extract from the total available data.
- Ability to export to common formats (Excel, Word or PDF).

- More valuable information, delivered in a simple and concise manner.
- Graphics, tables and summaries with aggregated information.
- Filters, research and analysis made instantly.
- Ultrafast databases providing the most complex real-time reports.
- Always online, always available!





contact

a broadvoice Company

www.gocontact.com