

iCall Suite - Call Analytics

iCall Suite - Call Analytics provides a business with a web-based reporting package that allows them to run and email reports on all aspects of calls made, attempted calls, received calls and missed calls. Likewise it enables this call data to be presented in live visual Wallboards for Call Centre operations.

The application portal comes with standard branding and cannot be branded.

iCS provides users with a mobile-optimised suite of call analytics that can be accessed via any web browser. There are 3 core modules available and only one can be used at a time, as you upgrade, you gain the functionality from the previous package.

- iCS Insight
- iCS Report
- iCS Report Premier

iCS Insight

iCS insight is a business productivity tool delivering powerful call data visualisation via a predefined dashboard and wallboard.

Intuitive dashboard

The at-a-glance dashboard monitors performance to visualise call activity such as:

- Hourly / daily call distribution
- Call activity by DDI / extension / user
- Missed call summary
- Unreturned missed calls by caller ID

Business wallboard

The pre-configured wallboard displays key business metrics (DDI, user and business summary).

iCS Report

iCS Report delivers enhanced-level call reporting and analytics. Access configurable dashboards, wallboards and detailed reporting. Run and schedule reports.

iCS Report features include:

- Schedule reports for 'yesterday', 'last week', 'last month' or custom dates.
- Browse an extensive catalogue of reports or use filters to customise your own. Report on call activity by extension, department, hunt group, DDI and user, including total calls, destination, talk time and ring time.
- Incoming call analytics measure call volumes, targets, grade of service, percentage calls answered, call abandoned, longest waiting and unreturned missed calls.
- Executive reports collate data from multiple reports, and provide observations & recommended actions.
- Customised dashboards and wallboards.

iCS Report Premier

iCS Report Premier enhances the functionality of iCS Report by adding live call statistics and monitors contact centre queues and agents. Monitor call activity via live dashboards, reports and wallboards for up to the minute contact centre analytics and granular reporting.

iCS Report Premier features include:

- Real time reporting; live calls waiting and call handling statistics by agent and ACD call queue. Report on total calls, destination, talk time, ring time, grade of service, percentage calls answered, number of calls in queue, call abandoned, longest waiting and unreturned missed calls.
- At a glance dashboards and wallboards display group performance parameters on a live tile.
- Live call statistics for queues and agents, such as number / duration of calls and availability.
- Supervisor management tools including agent presence monitoring.
- Review performance and use "what if" calculations to forward plan contact centre agent shifts.

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