Call Analytics

1000 KEY FEATURES

- Abandoned call recovery
- Real time statistics and reporting
- Presence BLF view
- Charting
- Alarms (in case of SLA breach)
- 1000 Wallboard
- Wallboard App
- Call Control
- Call Recording Plug-In

Waiting Now	Longest Waiting Now	Answered Now	Overflowed Off
1	00:04:49	21	504

Inbound Abandoned	Inbound Answered	Inbound Calls	% Service Level
189	1500	2193	60.1%

Outbound Answered	Outbound Calls	Total Talk Time	Avg Talk Time
1027	1450	121:36:26	00:02:53

WHY 1000?

- Access real-time call metrics
- Recover potential lost revenue from abandoned calls
- Broad reporting functionality
- Analyse supplier, staff and customer communications
- Vital statistics displayed in an accessible format
- Customisable Wallboards for easy monitoring of your communications
- Wallboards compatible with BroadSoft, Siemens and Panasonic platforms
- Integrated Call Recording
- Includes features from Lite product option
- Quickly identify areas for improvement enabling you to enhance the customer experience
- Supports strategic business planning and decision-making
- Monitor your estate remotely via live statistics displayed on our Wallboard App

2000 KEY FEATURES

- Abandoned call recovery
- Real time statistics & reporting
- Account codes reporting
- Hunt Group monitoring
- ACD Statistics
- ACD Group Analytics
- Alarms (in case of SLA breach)
- Charting
- 2000 Wallboard
- Wallboard App
- Call Control
- Call Recording Plug-In

Waiting Now	Longest Waiting Now	Abandoned Call Cost	% Service Level
1	00:00:02	£1,000.00	0.0%

Active Calls	Answered Now	Inbound Calls	Inbound Abandoned
2	1	2	1

In Available	Inbound Answered	Avg Talk Time	Current Date/Time (24h)
1	1	00:00:13	25-Apr-2018 13:16:37

WHY 2000?

- Access real-time call metrics
- Recover potential lost revenue from abandoned calls
- Advanced reporting functionality
- Closely monitor the performance of your ACD agents
- View analysis by Hunt Group
- Vital statistics displayed in an accessible format
- Customisable Wallboards for easy monitoring of your communications
- Wallboards compatible with BroadSoft, Siemens and Panasonic platforms
- Integrated Call Recording
- Includes features from Lite and 1000 product option

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bsi.	ISO 9001 Quality Management	ISO 27001 Information Security Management	ISO/IEC 20000-1 Information Technology Service Management	CSA STAR Cloud Security	ISO 22301 Business Continuity Management	ISO 50001 Energy Management	ISO 14001 Environmental Management	BS 10012 Data Protection

PRODUCT FEATURES

	Lite	1000	2000
Historic call logging and reporting	✔	✔	✔
Cradle-to-grave call visibility	✔	✔	✔
Trend analysis by timeframe	✔	✔	✔
Scheduled reporting	✔	✔	✔
Real-time call analytics		✔	✔
Wallboard app (Android and iOS)		✔	✔
Abandoned call recovery		✔	✔
Monitor extension activity		✔	✔
Call control		✔	✔
Extension BLF view		✔	✔
Alarms for key performance metrics		✔	✔
1000 wallboard		✔	✔
Analysis by Hunt Group			✔
ACD statistics*			✔
ACD agent BLF view*			✔
Status analytics for 'Do Not Disturb' and 'Agent Not Available'			✔
Calls by Account Code statistics			✔
2000 wallboard			✔
Presence		●	●
Call recording plug-in	●	●	●

✔ Standard features   ● Optional Bolt-on

*Requires an ACD Agent subscription (additional charge per user)

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions.

Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit
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