

Insight is a business productivity tool delivering powerful call data visualisation via predefined dashboards and wallboards.

Call data visualisation

- **Accessible from any internet-facing device:** Access call analytics, dashboards and wallboards through the web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics:** Delivery of real-time and historical call information via widgets and reports that have been optimised for popular browsers and mobile devices.
- **Activity and extension monitoring:** View user-level reports and performance metrics via your web browser.
- **Quick access via any client device:** Quick access to KPI reports from 'my console'.
- **Apps available:** For IOS, Android and Windows Phones.



insight

- ✓ Feature-rich solution
- ✓ Multi-tenant architecture
- ✓ Pay As You Use
- ✓ Dashboard with customisable widgets
- ✓ Wallboard alarms
- ✓ Access wherever you are on any device





Insight is an intuitive application providing essential dashboards and wallboards that update every 15 minutes.

There are 3 menu options to choose from: my console, wallboard and help.

Intuitive console

The at-a-glance console displays graphs and tabular data within a specified date range. Every element on the console is clickable to drill down further and view the detailed reports:

- Hourly incoming call distribution
- Caller tolerance
- Percentage calls answered
- Important observations, such as total calls, abandoned calls and unreturned missed calls
- Call summary by DDI
- Call summary by user

The following business reports are quickly accessible:

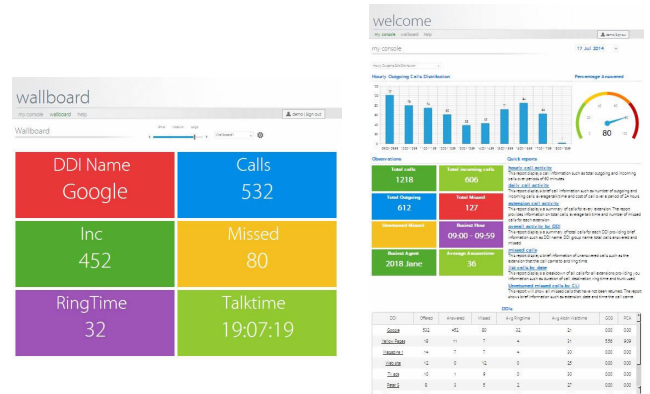
- Hourly call activity
- Call response analysis
- Unreturned missed calls by CLI / detailed
- Longest calls

Visual wallboards

The visual wallboards enable supervisors to display information on a big screen or desktop.

There are 3 wallboard layouts; DDI, agent and business summary.

Tiles can be resized and configured to show custom-filtered data, for example on particular agents or DDI numbers.



Features matrix	
Accessible via web browser across mobile device	✓
Pre-defined dashboards, wallboards and reports	15 min refresh
Historical report information stored for 12 months	✓
Detailed call activity; call activity by subscriber, by area, by duration and by call type	✓
Reports by DDI	✓
Exception reports (busiest user, longest calls and longest ringtime)	✓
Customer reports (by CLI)	✓
Incoming call analytics (measuring call volumes by hour/day, targets, Grade of Service)	✓
Incoming call response analysis	✓
Caller tolerance (measuring incoming abandoned calls by time interval)	✓
Unreturned missed call reports	✓