



iCall Suite for iPECS-CM Features Overview

Features	iCS Insight	iCS Report
Accessible via web browser across mobile device	●	●
Export reports in PDF and CSV formats	PDF only	●
Configurable dashboards	Pre-defined	●
Report filters		●
Wallboard with customisable tiles	Pre-defined	●
Historical call analytics	12 months	●
Detailed call reporting; call activity by subscriber, by area and by duration	●	●
Reports by DDI	●	●
Call traffic reports by hour/ half hour	●	●
Customer reports (by Caller ID)	●	●
Unreturned missed call reports	●	●
Incoming call analytics (measuring call volumes, targets, unanswered calls)	●	●
Incoming calls Percentage Calls Answered (PCA)	●	●
Incoming calls Grade of Service (GoS)	●	●
Call costing reports		●
Multi-level reporting by site, division, department, cost centre		●
Restrict Supervisor access by role (Site, division, department, cost centre)		●
High level Executive Summary Report (Multiple reports consolidated into one single report)		●
Email and schedule reports (PDF / CSV / HTML)		●
Call ringtime, duration and missed calls by DDI / hunt group	●	●
My Console		
My console user access to own call analytics		●
Personal wallboard		●
Personal call history		●
Configuration Options		
Customer directory import to filter reports by customer / company name		●
Extension and DDI import / export		●
Definable target response time for Percentage Call Answered (PCA) metric (default 15 seconds if not defined)		●
Call tariff and dialling code import / export / edit		●