iCS Report provides powerful data visualisation via an intuitive dashboard and essential wallboard.
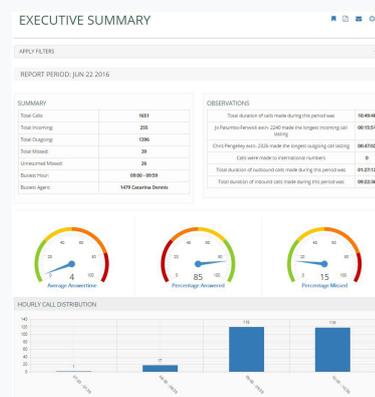
iCS Report is a business productivity tool delivering powerful call data visualisation via a pre-defined dashboard and wallboard

Manage service levels and make informed decisions

- **Browse an extensive catalogue of reports** or use filters to customise your own to identify trends in performance. Report on call activity by extension, department, DDI and user.

- **Incoming call analytics.** Measure call volumes, targets, grade of service, percentage calls answered and unreturned missed calls.

- **Schedule reports** for yesterday, last week or custom dates.

- **Executive reports** collate data from multiple reports and provide observations and recommended actions.

- **Customised dashboards and wallboards.**

Detailed analysis enables you to maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.

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Dashboards

Creating and running reports can be time-consuming, so dashboards are available to deliver up to date information in a graphical way using live tiles. Live tiles are mini reports which are refreshed regularly and displayed in tabular or graphical formats.

The iCS Report module includes a catalogue of predefined tiles including: Grade of Service (GoS), Percentage Calls Answered (PCA), caller tolerance, hourly call distribution, and call activity by extension and DDI.

It is also possible to create live tiles from your own specifically targeted reporting data. Any report with any combination of filters can be turned into a tile and displayed as a graph, wallboard, speedometer or table.

Wallboards

Wallboards visually display key call metrics on live tiles, in a format suitable to share on a big screen or desktop.

Executive Summary

The Executive Summary provides a high level summary of the business, including observations and recommendations. Multiple reports are consolidated into one single report, which can be exported or emailed to key decision makers.

Flexible Reporting

A catalogue of standard, highly configurable reports is included, that can be customised to your exact requirements using filters. All reports can be exported as PDF/CSV files, emailed to any email address or scheduled to run at specified intervals.

Granular Reporting

Monitor call activity to analyse performance using a range of metrics including:

- Call activity by extension, department, DDI and user, including total calls, destination, talktime and ringtime.

- Incoming call analytics measure call volumes, targets, Grade of Service (GoS), Percentage of Calls Answered (PCA), calls abandoned, longest waiting time (caller tolerance) and missed calls.

Unreturned Missed Calls

Missed calls are defined as unreturned when either the caller has not called back and been answered successfully, or when a member of staff has not yet returned the call.

Unreturned missed calls are identified enabling a rapid recovery of abandoned or lost calls. This report can be displayed as a live tile.

Restricted Access

iCS Report enables access permissions to be restricted by role. My Console also provides the option to allow specified users access only to their own analytics.

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