Statistics Option: Standard

Background

Our standard statistics package is based on an industry market leading product called *iCS Insight* from Tollring Inc.

iCS Insight is a business productivity tool delivering powerful call data visualisation via a pre-defined dashboard and wallboard.

Call data visualisation

- **Accessible from any internet-facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.

- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.

- **Monitor performance:** View call activity by DDI / extension / user.

- **Export and email:** Export reports as PDF or CSV and email to any email address.

- **Quick access via any client device:** Quick access to KPI reports.

- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.
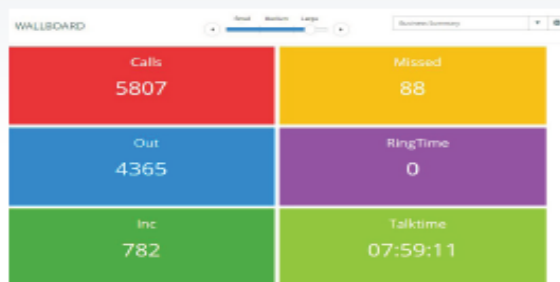
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Calls	Inc	RingTime
40	19	3
Out	Missed	Talktime
21	7	00:48:18

iCS Insight provides powerful data visualisation via an intuitive dashboard and essential wallboard.

At-a-glance dashboard

The iCS Insight at-a-glance dashboard displays graphs and tabular data within a specified date range in the past 12 months.

The iCS Insight dashboard presents a summary of call metrics including:

- Hourly incoming / outgoing call distribution
- Percentage Calls Answered (PCA)
- Important observations, including total calls, busiest hour, average answertime, longest call, total missed and unreturned missed calls
- Call summary by DDI
- Call summary by user / extension

The data can be refined by criteria such as date, time, extension and call duration using filters. Information is synchronised with the telephony platform so the availability of filters such as reporting level / department may vary.

The following business reports are quickly accessible and can be exported as PDF/CSV or emailed to any email address:

- Hourly call activity
- Daily call activity
- Extension call activity
- Overall activity by DDI
- Missed calls
- List calls by date
- Unreturned missed calls by Caller ID
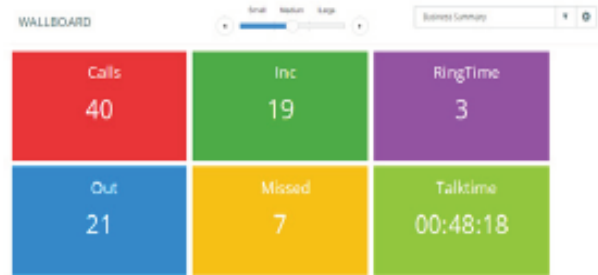
Visual wallboard

iCS Insight provides 3 pre-defined wallboards, designed to display essential analytics on a large screen or desktop:

- **DDI summary** displays the total calls, missed calls, ringtime and talktime for each DDI

- **Extension summary** displays the total calls, missed calls and talktime for each extension

- **Business summary** displays total calls, missed calls, average ringtime and total talktime for the business

Tiles can be resized and configured to show custom-filtered data, for example on particular users or DDIs.