

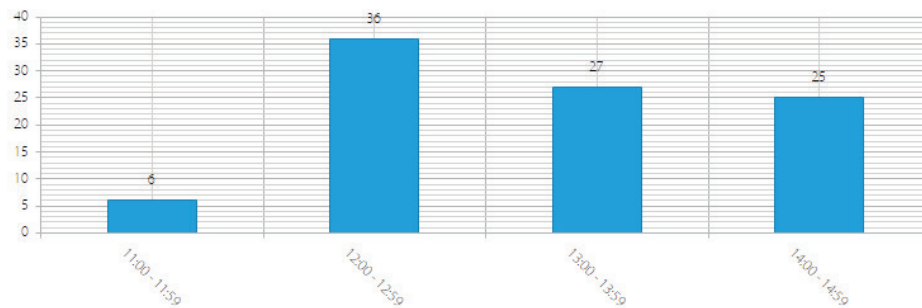
MiCloud Business Analytics

Gain insights that optimize business performance using powerful data visualization on intuitive dashboards to see real-time analytics to better resource plan your agents and fine tune your system for optimal performance.

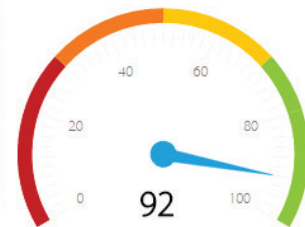
Insight

Hourly Incoming Call Distribution

Hourly Incoming Call Distribution



Percentage Answered



Entry Analytics

Access powerful call data visualization via a pre-defined dashboard and wallboard

- Call metrics
- Monitor performance
- Export and email
- Analyze voice quality
- Mobile optimized

Analytics Report

Manage service levels and make informed decisions about your business

- Browse an extensive catalog of reports
- Incoming call analytics
- Schedule reports
- Executive reports
- Customized dashboards and wallboards.



Business Analytics Features Overview

Features	Entry Analytics	Analytics Report
Accessible via web browser across mobile device	✓	✓
Data refresh rate	Up to 15 mins	Real-time
Multi-site call reporting	Single Site	✓
Reports in multiple output formats (PDF, CSV) which can be emailed to any email address(es)	✓	✓
Configurable dashboards and report filters	Pre-defined	✓
Wallboard with customizable widgets	Pre-defined	✓
Historical call analytics	1 month	12 months
Detailed call activity; call activity by subscriber, by area and by duration	✓	✓
Reports by DID	✓	✓
Call traffic reports by hour / half hour	✓	✓
Incoming call analytics (measuring call volumes, targets and unanswered calls)	✓	✓
Report on Percentage of Calls Answered (PCA)	✓	✓
Voice quality statistics (call quality, delay, jitter)	✓	✓
Voice quality drill-down reports (hour, day, extension, DID, individual call)		✓
My console user access to own DID call analytics		✓
Report on Grade of Service (GoS)		✓
Unreturned missed call reports		✓
Customer reports (by Caller ID / campaign)		✓
Multi-level reporting by site, division, department, cost center		✓
Restrict supervisor access by role (Site, division, department, cost center)		✓
High level Executive Summary Report (Multiple reports consolidated into one single report)		✓
Report scheduling (by day, week, month)		✓
Call ringtime, duration and missed calls by DID		✓