

Brief Overview

inContact Reports 2.0 is a powerful reporting tool that gives you access to the information you need in a customizable display format.

Key Benefits

- View summarized data in charts, graphs and grids
- Drill down into data for more detail
- Fast performance and responsive user interface
- Create and save custom reports
- Choose from list of over 100 metrics
- Specify start/end dates and times
- Bookmark applied filters for easy recall
- Industry standard metric calculations (ICMI)
- Report dictionary (definitions and formulas)
- Mix and match filters
- Export to Excel with a single click

inContact Reports 2.0

Powerful Reporting to View and Consume Business Intelligence

inContact Reports 2.0, powered by QlikView, is a powerful and interactive reporting tool that gives you insight into your contact center's operations by providing you with the business intelligence you need to make informed decisions.

Reports 2.0 is a value added feature of the inContact call handling platform which lets you access, filter, and report on 111 metrics that apply to your contact center. Unlike the static reports you might get from other call center vendors, inContact Reports 2.0 enables you to drill down into your data and discover the root cause of a problem and act on it immediately. You can also customize reports and display them in ways that make sense to you. In addition, Reports 2.0 enables you to build, save, and export custom reports with just a few clicks of a mouse.

Reports 2.0 answers questions such as:

- Are my agents in adherence with their WFM schedule?
- Where are my agents spending the majority of their time?
- What is the service level and abandonment rate for each skill or campaign?
- What is the pre-queue abandon rate?
- Are my agents in compliance with their WFM schedule?
- What is the average handle time of one skill or campaign as compared to another?

Benefits

- Understand how your contact center is operating with customized reports that provide you with the information you need to properly assess your interactions.
- Choose from over 100 pre-calculated metrics/KPIs that you can use to easily customize reports without the need to engage Professional Services. Bookmark the report configurations you use most often the reports you use most often for continued viewing.
- Filter and drill down into the data that matters to you and then use this data to make the call center operate more effectively and efficiently.
- Get the power of a business intelligence tool at no additional cost while leveraging existing user and security management systems.
- Understand what the definitions and calculations mean and how they can solve typical contact center problems with the included dictionary.