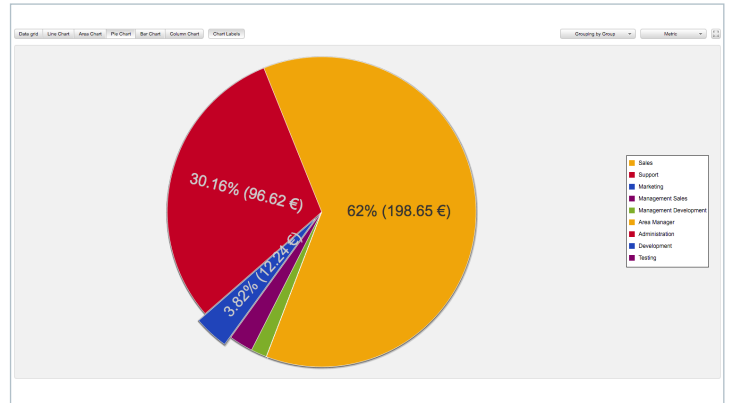
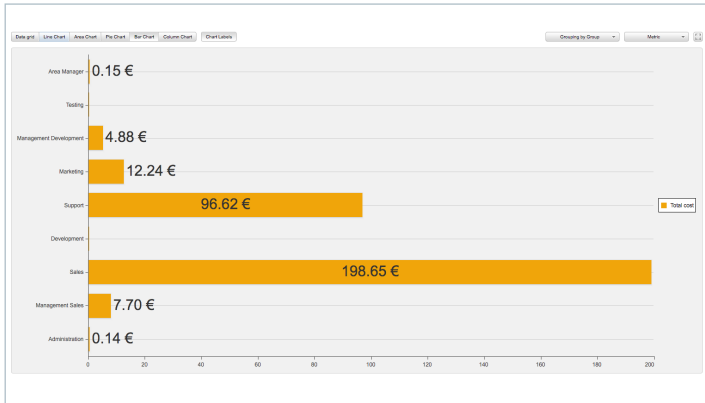


Reporting and analysis of contact center performance and employees call activity

Tool for call traffic monitoring at 360 degrees (quantity, duration, type, costs of calls, peak hours), helping you to calculate the company productivity and optimize the business strategies.

Without monitoring, control and analysis there is no strategy. Wildix offers efficient reporting tools that provide you with the information relative to the call activity of the employees, such as number, duration, type and costs of all the calls received and made by your call agents.



Technical Specifications

OS	
Mac OS X 10.8 and higher	Microsoft Windows 7 and higher
Web browsers	
Google Chrome / Safari / Mozilla Firefox (dernière version)	
Access	
Available in offline mode	Access from Wildix Collaboration in a separate browser window
Possibility to limit access via ACL groups	
Wildix applications	
Collaboration	Installation of CDR-View launcher (Integration Utility) via Wildix Collaboration
Filters	
Predefined filters: By time / By group / By trunk / External calls / Outgoing calls / Incoming calls / Cost by / Trunk usage by group	Adjustable filters: direction, services, cost, tags, talk time, period, trunk, PBX
Call list (a quick overview of call activity)	Search by number / group / contact / search pattern
Grouping and Metrics	
Grouping by: Hour / Hour of the day / Day / Day of the week / Week / Month / Month of the year / year / User / Group / Business partner / Company / Number / Trunk / Tag / Country / Class / Between Users / Between Groups	Metrics: Count of events (Count / Count by service / Count by status / Count by destination / Count by SLA); Cost of events (Cost / Cost by service / Avg. cost by service); Talk time of events (Talk time / Talk time by direction / Avg. talk time by direction)
Data view and export	
Data grid / Line Chart / Area Chart / Column Chart / Bar Chart / Pie Chart	Export: data grid - XLS/CSV ; charts - PNG
Save and share reports	
Settings	
Possibility to select sync period	SLA settings