

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.

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 Features

- 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)
- Export to excel with a single click

Dialing Methods	
Predictive Dialing	Maximizes agent productivity by placing multiple calls per agent. The pace of dialing is carefully balanced by continually considering the number of agents, characteristics of the list, legal regulations.
Progressive Dialing	Offers great agent productivity without the risk of abandoning. Particularly good for business-to-business campaigns.
Message Lay-Down	Agentless campaigns dial contacts and leave automated messages. Use with or without the option to transfer to a live agent.
Features	
Outbound-to-Inbound Blending	When inbound queue waits grow beyond the SLA, the dialer begins to dismiss agents to handle the ACD overflow. Or if necessary, provides the customer with the ability to suspend the SLA based blending and administer agent movement directly from the call script flow.
Multi-Number Dialing	Configure up to 10 phone numbers for each contact and define custom retry options for each number.
Unified Agent Experience	Agents log into a single website for both dialer and ACD contacts.
List Management	Easy import, management, and export of list files.
User-Defined Lead Filtering	Limit dialing to leads that fit a specified criteria. Adjust filters on the fly.
Custom Dispositions	Define dispositions per campaign based on the objectives of the project. This information will also be available on the Disposition Report.
Campaign Scheduling	Configure campaigns to automatically run according to a pre-defined schedule.
Campaign-Based Callbacks	Agents can schedule callbacks for any agent available on the selected campaign or specifically for themselves.
Campaign Chaining	When a campaign has been exhausted, the dialer automatically begins the next campaign.
Campaign Linking	Associate campaigns so that agents can participate in multiple concurrent campaigns.
Agent Screen Pops	Screen pops are delivered to agents with information about the campaign and details about the lead.
Abandonment Rate Throttling	Campaign pacing is simple and effective. There is no need to manually adjust dialer pacing to improve agent productivity. Just set the target abandonment rate and the dialer will maximize agent productivity.
Call Monitoring	Enables supervisors to listen to conversations in real-time for quality and training purposes.