

Dimensions Voice Call Reporting

In Depth Call & Status Reporting

Call reporting provides access to all call and user status information logged from the phone system.

Pre-configured reports get users up and running quickly and provide any information required, including complete calls, individual call segments and summarised data about call volumes & service levels.



Automatic Report Scheduling

Customise and filter reports, then schedule them to be run on a regular basis via email.



Advanced Filtering

All call information recorded can be used to filter reports so that only relevant data is displayed. This includes; queues, DDIs, users, route paths and more.



In Depth Call Segmentation

Each call is segmented as it passes through announcement queues to be offered to users so that no information is lost, giving a complete breakdown of customer experience.



ACD & Availability Statistics

Every agent status and availability change is logged so that a complete breakdown is available for each user.



Line Usage

Line usage reports help to track call volumes and identify trends, allowing you to ensure there is enough capacity.



Summary Reports with Extensive Statistics

Analyse call traffic by number, DDI, trunk, queue and user, with hundreds of summarised statistics to get the information required.



Call Tagging

Customise call reporting data by supplementing it with customer and conversation information.

This gives additional context to call analytics, allowing better understanding of customer experience and user performance.

Account Codes / Reference Numbers

Tag calls with unique customer related information such as 'Reference Numbers' or 'Order/Support Numbers' for easy identification & collation.

For example, track how often each customer has called in or how many calls are involved in each support ticket.

Disposition Codes

Tag calls with disposition codes, allowing the result to be reported on and user performance to be tracked.

Call Categories

Automatically tag calls with a category to provide a breakdown of the different types handled.

Marking calls as 'Sales' or 'Support' allows traffic patterns to be monitored so that specific business metrics can be measured.

Post Call Surveys

Customer responses to post call questions can be tagged against their call, allowing simple reports on how well users are performing.



Analyse User Performance

Monitor the performance of staff by getting a complete breakdown of the calls they make and receive, the time spent handling them.

Quickly compare users' productivity to identify your star performers and those members of staff that require additional training/monitoring.

Return Abandoned Calls

Any abandoned call means lost revenue or an unhappy customer. The dedicated 'Unreturned Abandoned Call' report can be used to highlight callers who have yet to speak to anyone in the company, allowing them to be called back.

This improves customer satisfaction levels, helps to maximise sales opportunities and keeps staff busy during quiet periods.

Track Service Level Targets

Monitor customer experience by tracking how long callers wait to be answered and whether they must call back more than once to have their requests handled.

The pre-configured performance reports allow service levels to be tracked over time so that patterns can be identified, allowing resources to be adjusted to meet target levels.

Browsers

The website is designed to work on modern browsers. This includes:

- Chrome
- Firefox
- Edge (New Chromium Version)
- Safari