



# Report & Analytics

## A State-of-the-Art Report & Analytics builder!

In the GoContact, Report & Analytics are unified so that you can have in the same platform a quick and comprehensive access to quantitative data as well as their graphic report.

This analysis aims to ncrease your service productivity.

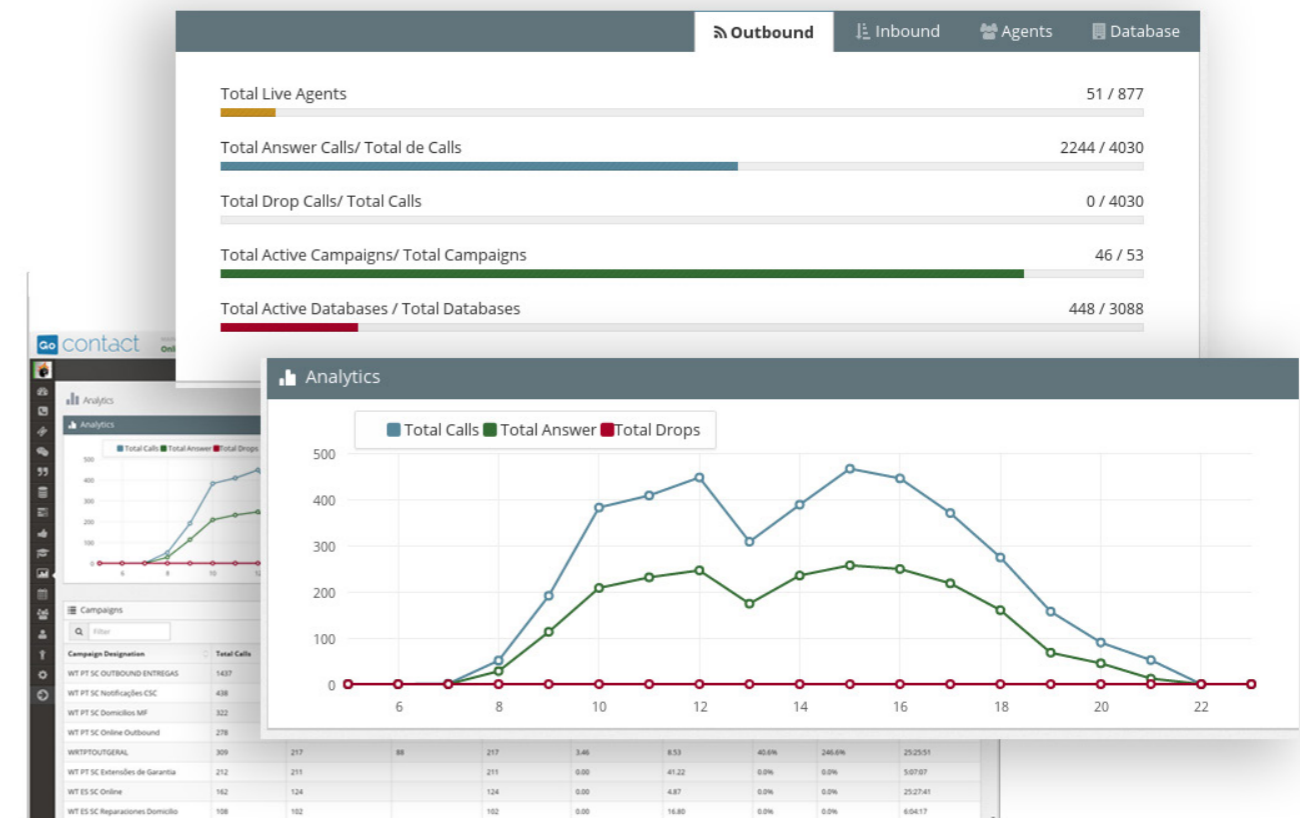
Based on a detailed analysis, you will be able to predict future service in the queues.

By allocating correctly and accurately the available resources, you will be able to optimize consistently your service!

## Functionalities

- Providing direct analysis (Analytics) in real-time on: Voice Inbound, Voice Outbound, Agents and Databases.
  - Voice Inbound: analysis of results by line, agent and Outcomes.
  - Voice Outbound: analysis of results by line, agent, Outcomes and business results.
  - Agents: analysis of results by agent and Outcomes
  - Databases: analysis of results by Outcomes and business results.
- Simple Reporting: Provision of a set of reports with processed information, providing standard metrics for the different channels.
- Excel Templates: provides a simple construction mechanism of the customer's dashboard, based on existing reporting.
- Report Designer: providing information in raw data format to allow the construction of a customized reporting.
- Integrates a report builder that allows you to define the data to extract from the total available data.
- Ability to export to common formats (Excel, Word or PDF).

- More valuable information, delivered in a simple and concise manner.
- Graphics, tables and summaries with aggregated information.
- Filters, research and analysis made instantly.
- Ultrafast databases providing the most complex real-time reports.
- Always online, always available!





contact

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