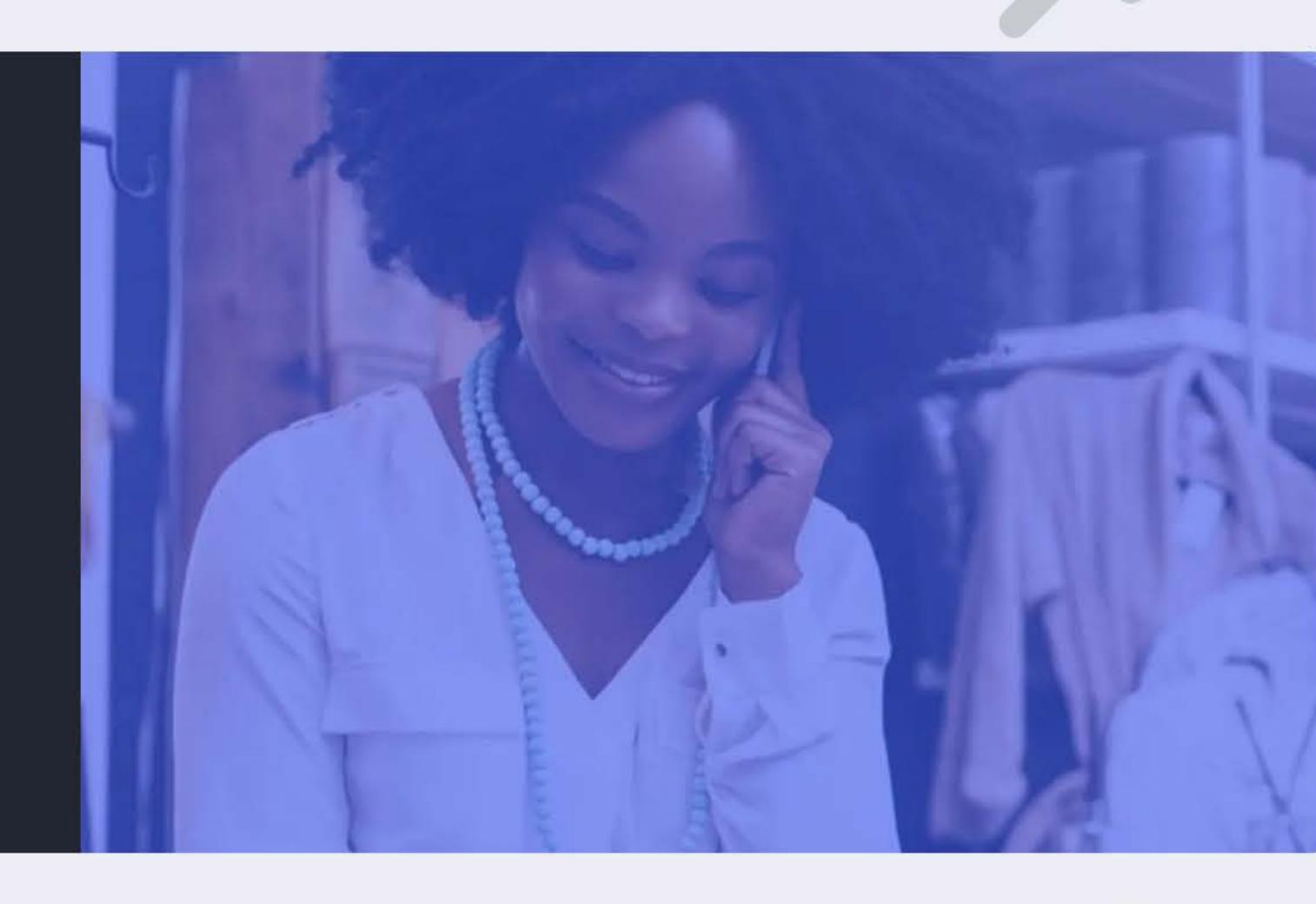**ISI**
Infortel Select

Get call metrics & visibility essential for continual improvement!
If you use Cisco, Webex Calling, Microsoft, Avaya, or another leading on-prem or cloud-based UC platform, *you need* ISI's powerfully smart & easy-to-use solution.

Boost employee productivity & deliver delightful caller experiences

Infortel Select serves up enhanced CDR reporting and analytics so you can see every step of your caller's journey & improve customer satisfaction.

Problem:

Does your organization lack visibility into employee and departmental productivity when it comes to call activity?

Are you using Hunt Groups, Native Call Queuing or Call Queues in Cisco or Webex Calling, and are frustrated by the limited reporting available?

UC and telecom platforms generate call detail that can reveal employee productivity, but they do not give you the analytics to get to the root of the problem.
There's a lot left hidden.

Click to Learn More

Solution Overview:

Go deeper and get better results with Infortel Select's powerful CDR analytics and reporting. Reveal leaders and low performers within workgroups that make or receive calls. Monitor call volumes to ensure you are appropriately staffed. Use untapped call data to see complete call path, and *gain "call center" like metrics without the expense and complexity of a full-fledged contact center.*

Key Infortel Select Benefits

• Customizable dashboards tailored to each department leader and their team's activity

• Call counts and durations for sales, customer service and help desk teams

• Contact center-like reporting for Hunt Groups, Native Call Queuing, and Call Queues. *(Platform-specific feature)*

• Analysis by hour of day for identification of peak traffic times and staffing needs

• Ring time and abandoned call visibility for improved caller experience

• Inbound, outbound, internal, and transferred calls visibility

• Complete cradle-to-grave caller experience level visibility from multiple call segments on a single report for easy investigation into call flow *(Platform-specific feature)*

• Inbound caller-ID and integrated reverse number lookup for ad hoc search inquiries

• Ranking and exception reporting to flag leaders and laggards

• See which agents within a hunt group or queue are actually answering the calls

• Department-level reporting to provide managers with summary stats or call detail on their employees

• Organizationally based security for controlled visibility

Connect with us for a demo today and see how to gain total visibility into your calling activity.