



Improve Caller Experience & Employee Productivity With ISI Queue Analytics

Delivering Value Organization-Wide

CIO | CFO | CTO

- Significant cost savings when using included queuing features bundled with ISI Queue Analytics vs. Contact Center applications
- Reduced complexity — easier to manage for Operations and Voice Teams
- Easily add additional queues and users as needed

Operations Team

- Call Center-like analytics for data-driven decisions
- Implement and manage core Contact Center KPIs without heavy investment
- Actionable intelligence driven by customer calling experience metrics

IT | Voice Team

- Seamless integration with existing calling platform
- Simplify ad-hoc reporting and end-to-end caller journey analytics
- Easier to manage call center-like capabilities vs. Contact Center applications

Queue Analytics

Gain Call Center-Like Metrics Without the Complexity of Deploying a Contact Center

Leverage ISI Queue Analytics for data-driven insights. With the existing capabilities of your calling platform and ISI Analytics you get a robust, low-cost alternative to expensive contact center infrastructure.

KPIs Monitored:

- Call volume
- Answer/abandoned rate
- Agent Status
- Calls by answering agent

Deep Insights

- Reveal overall traffic and handling stats with daily, weekly, and monthly reports
- Hourly metrics take guesswork out of staffing decisions
- Drill down exploration of calls reveals transfers, redirects, and time agents spend with individual callers

Reports Include:

- Queue Summary, for supervising and managing multiple call queues at once
- Call activity by Day or Hour of Day to capture trends
- Call Detail by Agent to get the most granular, specific level of insights
- Cradle-to-grave gives complete transferred call path visibility. See the entire customer call journey before it reaches a queue to after it leaves the queue

Queues

Queue 1

100% Service Level
2 Alerts

Queue 2

95% Service Level
2 Alerts

Queue 3

90% Service Level
2 Alerts



Find ISI in the Microsoft Azure Marketplace



Find ISI in the Webex AppHub



Find ISI in the Cisco Global Partner Ecosystem

Empower your organization with ISI's robust reporting engine, dashboards and alerts focused on many areas of business concern.

Caller Experience

- Cradle-to-grave reporting quickly reveals problematic call routing
- See excessive transfers and easily determine corrective action
- Dashboards and reports tailored to managers/departments

Employee Productivity

- Analyze calls made/received, traffic by time of day and call duration
- Improve staff scheduling efficiencies with call activity metrics
- Recognize high performers and target training opportunities

Call Data Compliance

- Track inbound and outbound call activity associated to users and organizational hierarchy
- Ad-hoc search quickly by most call attributes (originating or terminating party, number, caller ID, department, time, hunt group or call queue)
- Unlimited data retention

Alerts & Notifications

- Exception reports, customizable widgets, and user-definable alarms help automate detection and notification of undesirable call events
- Trigger email, text message or scheduled report generation for international calls, after-hours calls, potential Phishing, 911 calls, or other call events

Cost Allocation

- Support Finance teams with robust call accounting
- Monitor for waste, abuse, and misuse of voice network resources

Device Type Utilization

- Troubleshoot, monitor technology adoption and identify unused or underused equipment with Infortel Select's Device Type Utilization visibility
- Device type information is made available through a variety of reports and handy dashboard widgets

Standard ISI Analytics Reporting Includes:

- Organizational hierarchy leveraged in report filters, summary levels, access security and report distribution
- Fully customizable report constraints, fields, summary level, and graphics let you present info as desired
- Choice of report and data export formats — PDF, HTML, Excel, fixed or delimited ASCII text
- On-demand and scheduled report production with automated distribution direct to recipients
- Standard 13-months on-line data retention available for reporting — more available if needed
- A library of pre-defined and customizable widgets allow each user to configure a personal dashboard

Learn more about how ISI Analytics saves costs & delivers powerful insights for Microsoft Teams Phone, Webex Calling, and Cisco UCM.