



Native UC  
Reporting  
Alone



Empowering  
organizations to get the  
most from their UC  
platforms with full  
visibility & actionable  
insights

ISI

Queue Dashboard

ISI

Main

Top Organizations by Count



Call Handling



Activity by Call Type



Long Duration Calls



Activity by Call Direction



## Unlock the Full Power of Microsoft Teams Reporting & Analytics

Feature	ISI Analytics	Native Microsoft Teams
Data Retention	✓ Unlimited	⚠ Retains 28 days of detail data
Queue Analytics	✓ Yes, robust reporting & analytics on key queue & agent metrics	⚠ Limited queue reporting, enhanced user licenses required for more in-depth queue insights
Ease of Use	✓ Simple, optimized for business users	⚠ Not end-user focused, limited data ranges, no ability to customize
Customizability	✓ Flexible, pre-built, & customizable reports	⚠ Limited, requires Power BI for customization
Security & Compliance	✓ Built-in encryption & role-based security	⚠ Requires manual setup, complex management
Dashboard Drill Down	✓ Yes	⚠ Limited or unavailable

## Key Differentiators for Microsoft Teams Users

### Unlimited Retention

Microsoft Teams retains 28 days of detail data — ISI Analytics allows you to retain it for as long as you require.

### Simplified Access

With customizable dashboards and reports, even non-technical users can quickly find insights without needing specialized training or admin permissions, enabling more effective decision-making across departments



# Elevate Webex Control Hub Reporting Capabilities

Feature	ISI Analytics	Native Webex Control Hub
Customization	✓ Fully customizable, flexible reports	⚠ Limited predefined reports, minimal customization
Data Granularity	✓ Granular insights available	⚠ Limited granularity in default reports
Dashboard Drill Down	✓ Yes	⚠ Not available
Historical Data	✓ Unlimited	⚠ Limited to 3 months
Integration with External Systems	✓ Seamless integrations, pre-built connectors	⚠ Requires custom development
User Adoption	✓ Intuitive for all users	⚠ Requires technical training for admins
Scalability	✓ Scalable for large organizations	⚠ Limited scalability, performance degradation with large datasets



## Supercharge Cisco CAR Reporting: Enhanced Visibility with ISI Analytics

Feature	ISI Analytics	CISCO CAR
Customization	✓ Pre-built and customizable reports	⚠ Predefined reports with limited customization
Real-Time Insights	✓ Yes, real-time visibility	⚠ Historical data only, no real-time reporting
Ease of Use	✓ Simple, business user-friendly	⚠ Complex setup, requires expertise
Data Granularity	✓ Detailed metrics & caller journey reporting	⚠ Limited granularity in standard reports
Scalability	✓ Seamless scalability	⚠ May struggle with large datasets
Integration with External Systems	✓ Seamless integration with external systems	⚠ Requires custom development

Want to see how  
ISI Analytics can  
transform your UC  
data insights?

Request a  
demo today!



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