

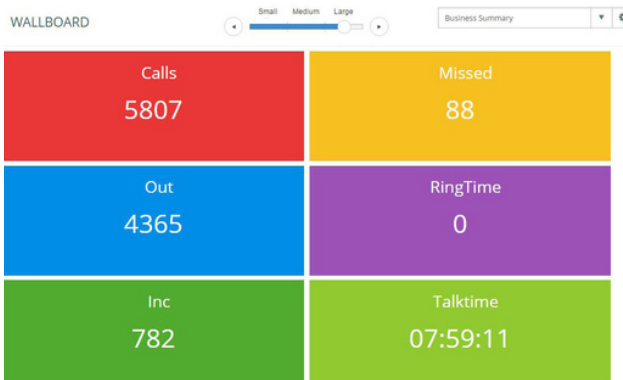
CMC Insight

Intuitive Call Analytics

CMC Insight is a **business productivity tool** delivering powerful call data visualisation via a pre-defined dashboard and wallboard.

Call Data Visualisation

- **Accessible from any internet-facing device** to access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics** for delivery of essential call information via an intuitive dashboard and visual wallboard.
- **Monitor performance** to view call activity by DDI / extension / user.
- **Save reports as PDF** to easily share data.
- **Quick access via any client device** for seamless access to KPI reports.
- **Mobile-optimised** software application design facilitates access to business reports whenever and wherever needed.



Intuitive Call Analytics

CMC Insight provides powerful data visualisation via an intuitive dashboard and essential wallboard.

At-a-Glance Dashboard

The CMC Insight at-a-glance dashboard displays graphs and tabular data within a specified date range in the past 12 months.

The CMC Insight dashboard presents a summary of call metrics including:

- Hourly incoming / outgoing call distribution.
- Percentage Calls Answered (PCA).
- Important observations, including total calls, busiest hour, average answer time, longest call, total missed and unreturned missed calls.
- Call summary by DDI.
- Call summary by user/extension.

The data can be refined by date and time using filters.

The following business reports are quickly accessible and can be exported as PDF:

- Hourly Call Activity
- Daily Call Activity
- Extension Call Activity
- Overall Activity by DDI
- Missed Calls
- List Calls by Date
- Unreturned Missed Calls by Caller ID

Visual Wallboard

CMC Insight provides 3 pre-defined wallboards, designed to display essential analytics on a large screen or desktop:

- DDI summary displays the total calls, missed calls, ringtime and talktime for each DDI.
- Extension summary displays the total calls, missed calls and talktime for each extension.
- Business summary displays total calls, missed calls, average ringtime and total talktime for the business.

Tiles can be resized and configured to show custom-filtered data, for example on particular users or DDIs.

