

PRISM CALL REPORTING



Analyze your calling patterns from every angle.

Your calling patterns have the ability to reveal “black holes” in your organization’s productivity. PRISM’s sophisticated, powerful reports deliver the REAL TIME information you need to respond rapidly, so you can manage your business more efficiently and effectively.

Real Time Statistics

See what you can do **right now** to deliver the best levels of customer service and performance. From one sleek, intuitive starboard, see:

- Calls Waiting Now
- All Inbound and Outbound Calls
- Inbound and Outbound Answered
- Abandoned Calls
- Longest Waiting
- Average Talk Time
- Total Talk Time

Full Orbit Reporting

For every call received, see each leg of the call... report shows the call progression including how long the caller listened to the auto attendant, the number of times the phone rang before an agent picked up the call, and the call duration. It also shows any time someone was put on hold, parked, transferred, or conferenced.

Alarms for Key Performance Metrics

Become aware **at the time** that processes are not meeting objectives. For example, in our “ka-ching!” report - abandoned calls show up in red, if they are called back it changes to green, all in real time.

Abandoned Call Recovery

Recover potential lost revenue and improve service by returning abandoned calls. Even contact centers with excellent forecasts and proper schedules experience periods where staffing cannot always match volume. Now you can do something about it.



Internal Call Rotation Tracking

Measure all call activity between departments and locations. Monitor every leg of the call to see if there is any aspect of the activity that needs intervention.

Extension Busy Lamp Field

See who's available or busy and for how long to better handle customer calls. Track the status of all extension users and use your ability to move calls to the right extension at the right time.

Browser Accessed from Mac, PC, Smartphone, Tablet

Viewable at virtually anytime, anywhere, on any device. Your data is no longer “stuck at the office”. You can access the reports you need from anywhere in your universe.

Trend Analysis by Half Day/Week/Month

Monitor traffic trends to allocate resources optimally.

PACKAGES

PRISM

Real Time

- Extension List
- Active Call List
- Calls by Phone Number
- Unreturned Lost Calls

Historic

- Call List
- Calls by Extension
- Calls by Trunk Interface
- Calls By Phone Number
- Unreturned Lost Calls
- Calls by ½ hour interval
- Calls by ½ hour interval + Day
- Calls by Day/by Week/by Month

PRISM XS

Real Time

- ACD Agent List
- Hunt Group
- Calls by Account Code
- Extension List
- Active Call List
- Calls By Phone Number
- Unreturned Lost Calls

Historic

- Agent Call Control
- ACD Activity Log
- Calls By Agent
- Calls By Hunt Group
- Calls By Account Code
- Call List
- Calls by Extension
- Calls by Trunk Interface
- Calls By Phone Number
- Unreturned Lost Calls
- Calls by ½ hour interval
- Calls by ½ hour interval + Day
- Calls by Day/by Week/by Month