IP TELECOM

IPT Dimensions

In Depth Call & Status Reporting with **IPT Dimensions**

Call reporting provides access to all call and user status information that has been logged from the phone system.

Pre-configured reports get users up and running quickly and provide any information required, including complete calls, individual call segments and summarised data about call volumes and service levels.

Key Features & Benefits

Automatic Report Scheduling

Customise and filter reports, then schedule them to be run on a regular basis via email.

Line Usage

Line usage reports help to track call volumes and identify trends, allowing you to ensure there is enough capacity.

ACD & Availability Statistics

Every agent status and availability change is logged so that a complete status breakdown is available for each user.

Advanced Filtering

All call information recorded can be used to filter reports so that only relevant data is displayed. This includes; queues, DDIs, users, route paths and more.

In Depth Call Segmentation

Each call is segmented as it passes through announcements/queues to be offered to users so that no information is lost, giving a complete breakdown of customer experience.

Summary Reports with Extensive Statistics

Analyse call traffic by number, DID, trunk, queue and user, with any of hundreds of summarised statistics to get the information required.

Improve your business communications with call reporting

Analyse User Performance

Monitor the performance of staff over time by getting a complete breakdown of the calls they make and receive, the time spent handling them and the time spent unavailable or in wrap up.

Quickly compare users' productivity to identify your star performers and those members of staff that require additional training/monitoring.

Track Service Level Targets

Monitor customer experience by tracking how long callers must wait for their call to be answered and whether they must call back more than once to have their requests handled.

The pre-configured performance reports allow service levels to be tracked over time so that patterns can be identified, allowing resources to be adjusted to meet target levels.

Return Abandoned Calls

Any abandoned call means lost revenue or an unhappy customer. The dedicated '**Unreturned Abandoned Call**' report can be used to highlight all callers who have yet to speak to anyone in the company, allowing them to be called back.

This improves customer satisfaction levels, helps to maximise sales opportunities and can help to keep staff busy during quiet periods.

Browsers

The website is designed to work on modern browsers. This includes:

- Chrome
- Firefox
- Edge (New Chromium Version)
- Safari

At IP Telecom, we're passionate about communications, working with customers to reimagine the way their business functions and create genuine collaboration. We drive progress, innovation, and creativity to help businesses stay ahead of the curve and leverage the latest technology for greater efficiency and effectiveness.

Talk to us Today
Book your free consultation
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