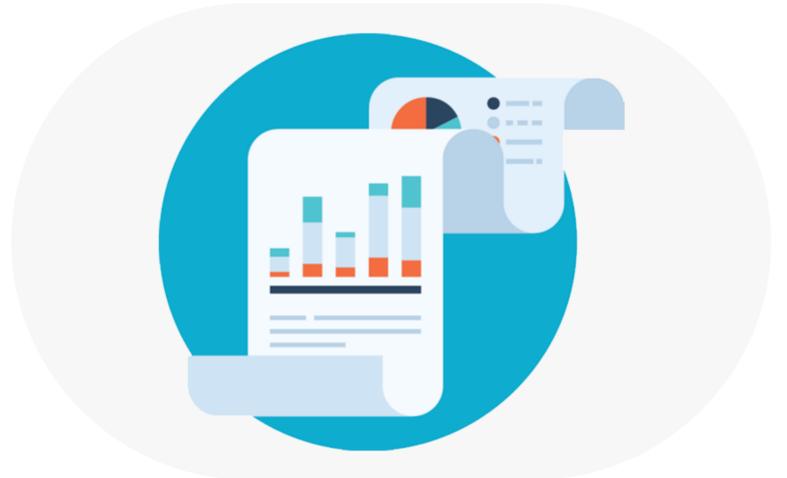


# Reporting and Analytics

BI powered reporting, providing an extensive insight into your customer interactions.

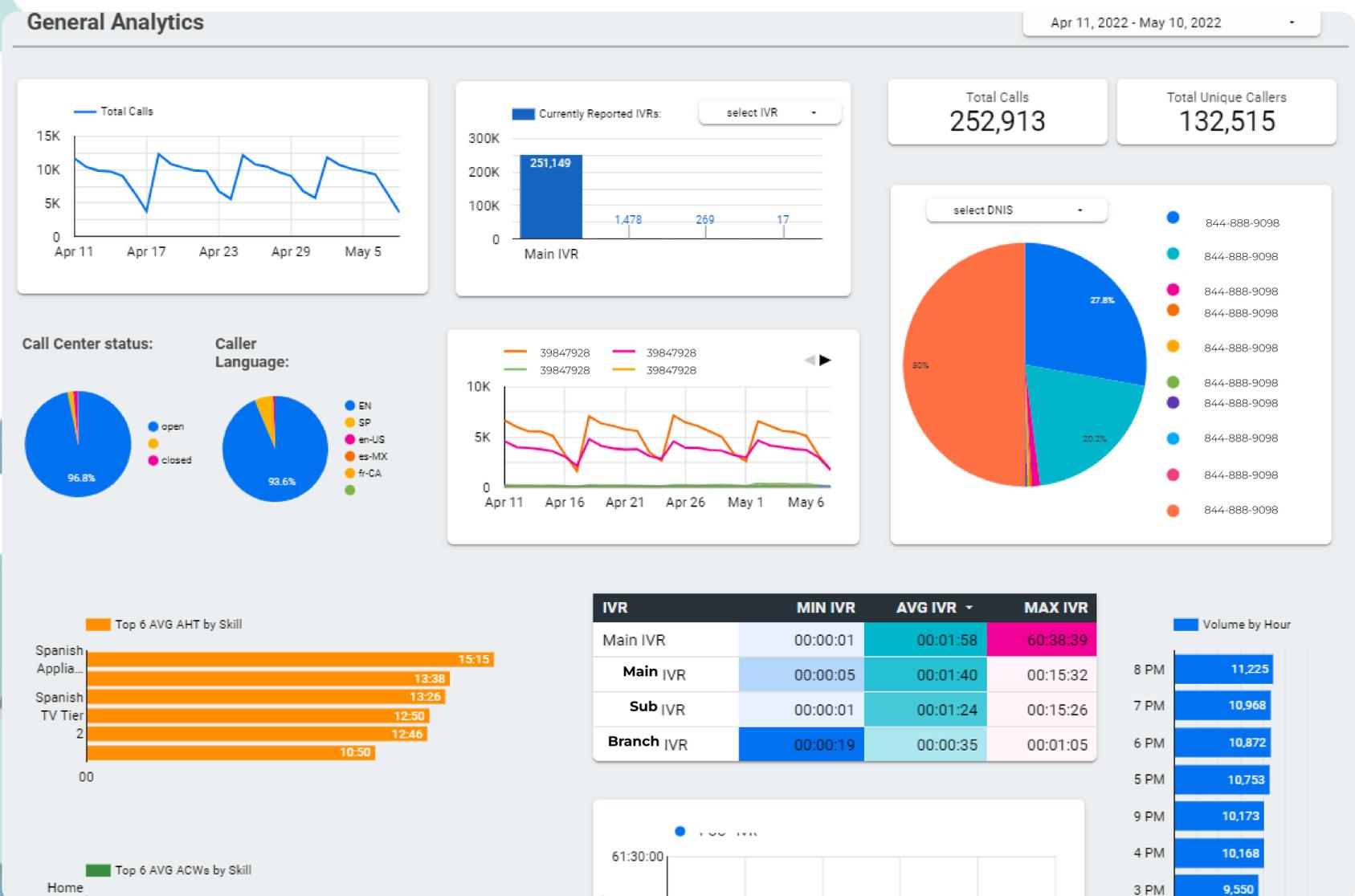
## Reporting

A complex but refined AI algorithm powering a CDR pre-processor for acclimitization of bulk data, utilizing Google Data Studios tools to generate customizable reports for dynamic business needs.



## Analytics

Meaningful interpretation of data can make all the difference for a business in building effective strategies to strengthen their customer relations, and enhancing the Customer Experience as a whole. We can assist in identifying key areas for improvement within your contact center and consult in formulating impactful approaches to elevate Customer Experience.



Top 6 AVG AHT by Skill

Spanish Applia...	15:15
Spanish	13:38
Spanish TV Tier	13:26
2	12:50
	12:46
	10:50

IVR	MIN IVR	AVG IVR	MAX IVR
Main IVR	00:00:01	00:01:58	60:38:39
Main IVR	00:00:05	00:01:40	00:15:32
Sub IVR	00:00:01	00:01:24	00:15:26
Branch IVR	00:00:19	00:00:35	00:01:05

Volume by Hour

8 PM	11,225
7 PM	10,968
6 PM	10,872
5 PM	10,753
9 PM	10,173
4 PM	10,168
3 PM	9,550