iPECS Analytics Feature Guide

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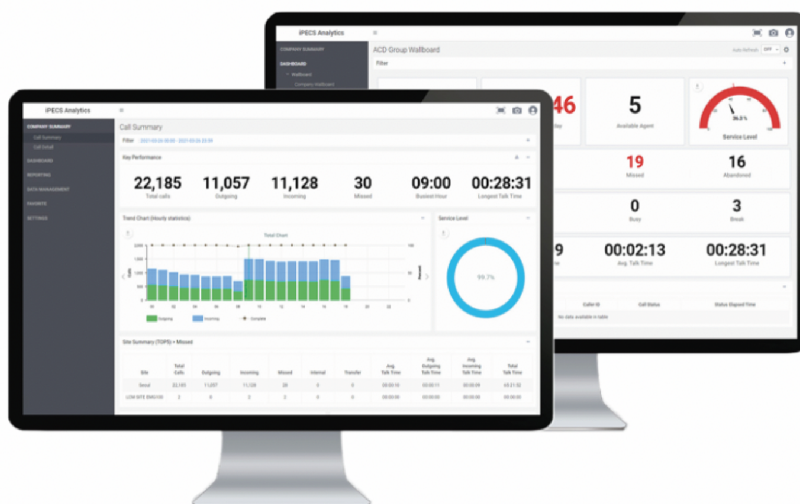# iPECS

iPECS Analytics is a powerful call analytics solution fully integrated with iPECS Cloud. iPECS Analytics offers valuable insights into the communications of any business or call centre. The real-time data provided by this service empowers your team to provide a superior customer experience.

Reports

Features	Description	Standard	Advanced *
Company Summary	Key KPIs and Service Level indications	Y	Y
Extensions	Summary extension performance reports including Top 5 data based on selectable metrics	Y	Y
DDI	Inbound call performance report for DDI numbers	Y	Y
Performance	Performance report for inbound calls including metrics such as; Call response, Missed/Unreturned Call, Longest Calls and Caller Tolerance	Y	Y
Time & Date	Daily, Weekly, Monthly and Yearly activity reports including Call failure analysis and reasons	Y	Y
Customer	Customer reports displaying call summaries, call lists and calls by area	Y	Y
Group Report	KPIs, Summary Chart and key Group metrics	N	Y
Agent Report	KPIs, Summary Chart and key Agent metrics	N	Y

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Wallboards

Features	Description	Standard	Advanced *
Company	High-Level summary with key information: - Key performance metrics - Easy to read trend charts - Service level indicator - 'Top 5' for site, users and DDI	Y	Y
Extensions & DDI	Same information as company wallboard rotating around top 10 extensions or DDIs	Y	Y
My Dashboard	Fully customisable wallboard with tiles, tables and charts. Fonts and colours are easily changed	Y	Y
ACD Realtime	Realtime monitoring of key metrics, including; Calls In Queue, Longest Wait Time, Available Agents, Service Level Extensions. Also displays live calls information.	N	Y
Hunt Group Realtime	As per ACD with reduced data available to display	N	Y
Agent Status	Realtime Agent Status: - ACD: Free, Ringing, On Call, Break, Wrap-up, Log-Out - Hunt: Free, Ringing, On Call, DND, Unregistered	N	Y
Agent / Group Summary	- Provides a real time view of call handling performance for agents AND groups displaying data such as, Agent number, Group Number & Name, Calls offered/answered/missed, average talk/wait/hold time - Time/Date - Customer - Group Report - Agent Report	N	Y

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Other Features

Features	Description	Standard	Advanced *
Report Filters	ALL iPECS Analytics Reports have multiple filtering options embedded to allow Supervisors to quickly drill down to the key information	Y	Y
Favourite Reports	Mark regularly used reports as Favourites for quick access	Y	Y
Report Download	Reports can be downloaded in PDF or CSV format. Quickly attach PDF copies to management reports or leverage the CSV format in Excel for further data manipulation	Y	Y
Scheduled Reports	Use the scheduling feature to ensure that key reports are sent at set times via email to key individuals	Y	Y
Send Report	Send reports directly from Analytics via email	Y	Y

* NOTE: Where customers require real time wallboards for ACD groups, ACD licences will be required in addition to iPECS Analytics. When provisioning iPECS Analytics, Endpoints licences are automatically allocated to the customer tenant based on the total number of live extensions. All deployments require at least one Supervisor licence to be ordered to initiate the auto- allocation of endpoint licences. Multiple Supervisor licence are supported. Standard and Advanced licence cannot be mixed.

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