

Cloud PBX Analytics

Make insight-driven decisions with real-time call analytics.

If telephone contact plays a key role in your business, MetTel can give you a truly transformative edge. Our award-winning Cloud PBX Analytics solution and Call Management services provide comprehensive hosted call management and call center analytics software. We offer various services, from basic call logging to complete call center services, to suit businesses of all sizes. We enable you to have unprecedented insight into how your contact processes are working, and how you can optimize them for a game-changing, ultra-responsive customer experience.

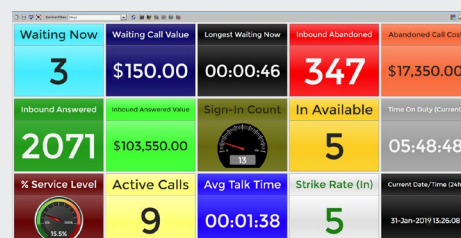
Key Benefits

- Basic call logging service with historical reporting, and trend analysis
- Flexibility and scalability to customize our service to your needs, whether you're a small business or operating several call centers in multiple locations
- Business dashboard and real-time call analytics to manage your resources and usage costs.
- Maximum visibility and control with over 200 sets of historic and real-time call analytics to more effectively manage staff, campaigns, and deliver outstanding customer service
- Wallboard apps on Android and iOS to view digital wallboards on smartphone or tablet

Reliability & Convenience: The Power of the Cloud

In offering a cloud-based service, Cloud PBX Analytics offers certain clear advantages. It's highly scalable—from as few as two users to as many as 10,000—with updates and enhancements occurring automatically. It's also quick and easy to set up, with no additional hardware, software or capital expenditure required.

Your service can be accessed, managed and customized to the needs of your business through your dedicated client portal.



Or, you can view your wallboard on our new app that gives you the flexibility to manage operations from anywhere in the world through a desktop, laptop, tablet or smartphone.



Features

	BASIC ANALYTICS	LIVE ANALYTICS	CALL CENTER ANALYTICS
Historic call logging and reporting	★	★	★
Cradle-to-grave call visibility	★	★	★
Trend analysis by timeframe	★	★	★
Scheduled reporting	★	★	★
Real-time call analytics	•	★	★
Abandoned call recovery	•	★	★
Monitor extension activity	•	★	★
Call control	•	★	★
Extension BLF view	•	★	★
Alarms for key performance metrics	•	★	★
Analysis by hunt group	•	•	★
ACD statistics	•	•	★
ACD agent BLF view	•	•	★
Status analytics for 'Do Not Disturb' and 'Agent Not Available'	•	•	★
Calls by account code statistics	•	•	★
User presence	•	•	•
Call recording plug-in	•	•	•

★ Standard Feature • Optional Add-on Feature

