



Product Datasheet

**inConcert Allegro Contact Center**

# **Reports**

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Analyze and improve the performance of your contact center with reliable information.

inConcert Allegro Reports provides the statistics and operational metrics you need to make intelligent business decisions.

## Overview

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### Keep your business under control.

Access statistical reports, graphs and panels containing critical information on your contact center's operations, displayed by campaigns and agents. A potent web console lets you select from more than 200 pre-designed reports, summarized or in detail, filtered by a diversity of criteria with results grouped according to operating hours. You can also export the data for post-analysis, processing and refinements.

### Increase your contact center's productivity.

Analyze how agents use their time and compare individual performances between them using detailed reports by agent. Reports include downtime totals and averages, break times, talk time, and time spent on administrative tasks. Identify problem calls or calls that should be listened to, applying potent criteria filtering and call segmentation.

### Integrate your business intelligence with your contact center.

inConcert Allegro Reports allows you to combine your operational, telephony, and business data to provide a complete view of your operation. inConcert's CTI capabilities let you access business data—such as sales, collections, case resolutions—and then group them with telephony and operations data to produce complete, customized reports that help you make intelligent decisions.

### Reports and alerts via email .

With inConcert Allegro Contact Center you can program automatic reports delivery, alerts and up-to-the moment information that is critical to your contact center's operation, using email addressed to multiple recipients.

## Key Features

Note: The implementation of some features may require professional services

### ■ Segmentation filters by:

- Date.
- Agente.
- Campaign.
- Dialer lists (outbound).

### ■ Create new, tailored reports.

### ■ Compare telephony, operations and management data.

### ■ Detailed reports with graphical summaries.

### ■ Export reports.

### ■ Grouping by:

- Day.
- Month.
- Hourly intervals.

### ■ More than 200 pre-designed reports categorized by:

- Calls.
- Voice Mail.
- Chats.
- Email.
- Dailing.
- IVR.
- Agent status.

### ■ Automatically send reports via email.



[www.inConcertCC.com](http://www.inConcertCC.com)



inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit [www.inConcertCC.com](http://www.inConcertCC.com)