Product Datasheet

i6 Omnicanal Suite

Reports

An intelligent view of your business and operations.

Capturing and storing enormous amounts of data is just as important and critical as the power to search, visualize and analyze it. Transform raw data into powerful information for your business and operations with i6 Reports, a tool as powerful as it is simple.

Overview

Drill down to the details of your communications.

Analyzing statistical data is critical to your operations, along with the ability to access historical information and details about previous contact interactions and your agents' activities. i6 allows you to visualize all of this information, providing pre-defined reports that make it easy to access and analyze your operation's KPIs.

Increase productivity and improve returns.

i6 provides pre-defined report formats that you can use to analyze how your agents' use their time. Compare individual productivity, check and track the details of problematic interactions and implement campaign and service measurements across a large number of metrics. Applying multiple search and filter criteria allows you to segment and immediately locate the precise information you need. There is no requirement to pre-configure these tools since key information reports are already configured into i6.

Create reports tailored to your needs.

The power of i6 report wizard allows you to create tailored reports with the statistics and metrics appropriate for your business. Data filtering criteria and the grouping and organization of reporting information are also configurable. Thanks to the built-in help and step-by-step guide, creating reports is fast and easy. Get a deep vision of your operational reality. Consolidate in one or various reports diverse kind of information – such as management, business, and operations – KPIs and metrics.

Perform integrated analysis of your business and operations.

Combine your operational data with disposition codes and business data. All of the information captured by i6 can be post-analyzed in combination with the operational data. Moreover, the ability to integrate with your company's back-end systems allows you to consolidate information into your reports for a more complete vision of your business.

Reports via email.

i6 includes a powerful tool for programming the sending automated reports via email. The tool has various options for programming the send. Attach the report and all associated interactions to the email. Additionally, the body of the email includes an access link to a web report visor with the content of the associated interaction tied to each line of the report.

Key Features

Note: The implementation of some features may require professional services

■ Online report visor.

■ Programming of automatic sending of reports via email.

■ Paquete de Reportes:

- Report packages specific to each channel: eMail, Chat, WebContact and Social for Facebook and Twitter.

- Summarized reports including operation times, agent status, interactions completed (by agent or campaign), disposition codes, etc.

- Detailed reports on changes in agent status, interactions processed by agent and campaign, conversations per contact, etc.

■ Export of reports in .csv format.

■ Complete interaction attached to the exported report.

■ Generador de Reportes.

■ Report Wizard:

- Comparison of channel, operational and management data.

- KPIs definition and forecast

- Customized metrics obtained from statistics or as combinations of other metrics

- Personalized filters for report creation:
  - Custom made reports.

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