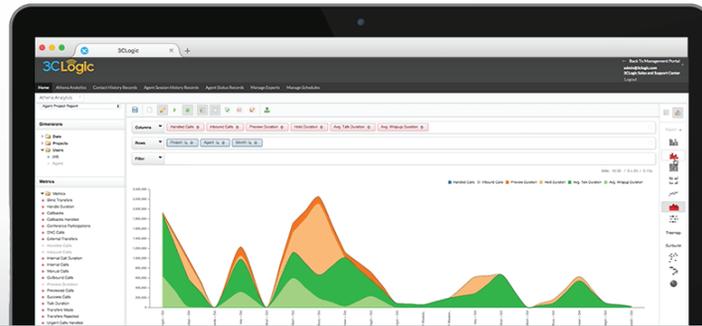




Reporting & Business Intelligence Engine

Without useful insight into your contact center, planning for the future can be a real challenge. With 3CLogic's advanced contact center reporting and business intelligence engine, the ability to monitor your Customer Service or Sales representatives' activities, campaign performance, and other KPIs in real-time has never been easier. Uncover growth opportunities and enhance your team's overall success with the right tools to guide your next move.



Gain Real-time Insights

Make sure every decision within your contact center is predicated on current and actionable data with real-time statistics, key performance indicators, and business analytics. Guide your supervisors to effectively respond to changes in market trends and customer expectations with the ability to monitor rep performance, sales and marketing campaigns, and overall contact center activities.



Build Custom Reports With Ease

Every contact center is different, so why restrict yourself to standard reports. With 3CLogic's powerful reporting framework, customize, filter, and drill-down into the data that matters most to your contact center with our easy-to-use drag and drop interface, allowing users to quickly and easily build custom reports and KPIs highlighting only the information they wish to see.



Create Compelling Graphs and Statistics

They say a picture says a thousand words. With 3CLogic's robust reporting engine, quickly convert reports, metrics, and KPIs into easy-to-interpret and presentable visual charts, graphs and statistics, highlighting key results while facilitating any discussion on an organization's performance.



Automate Report Generation and Distribution

Effortlessly keep your data front and center and your team informed. With automatically generated reports sent to the appropriate individual daily, weekly, or monthly, ensure key players are continuously updated on contact center's overall performance or that of any specific team member or group.



Monitor Activities From a Single Dashboard

Using 3CLogic's supervisor dashboard, quickly and easily oversee your contact center's activities in real-time, including which agents are logged in, on a call, finishing a call, busy, away, and more, to ensure daily operations are running smoothly, resources are properly allocated, and you are meeting your SLA requirements.



Push Reporting Data to 3rd Party

Automatically push contact center performance data into any 3rd party database management solution (i.e. CRM, Customer Service Management, WFO, WFM) to consolidate disparate reporting information and obtain a more robust set of agent performance insights.



Obtain Call history Records

Quickly filter (agent, queue, time, etc.) and access call history records detailing all information about an interaction, including voice quality, call quality measurements, call routing history, and more.

Reporting & Business Intelligence Engine

- ✓ Drag-and-drop report builder with custom filters
- ✓ Statistics and Key Performance Indicators (KPIs)
- ✓ Custom Chart and Graph Builder (i.e. line, bar, pie)
- ✓ Automatic Report Generation and Distribution
- ✓ Real-time Supervisor Dashboard
- ✓ Data Integration with 3rd Party Solution (i.e. CRM, CSM, WFO, Wallboards)
- ✓ Call History Records (i.e. voice quality, call routing, CDRs, etc.)



Effortlessly keep your data front and center and your team informed. With automatically generated reports sent to the appropriate individual daily, weekly, or monthly, ensure key players are continuously updated on contact center's overall performance or that of any specific team member or group.

