# **Advanced Call Reporting**

* Access incoming and outgoing call data
* Apply filters to search call data
* Export reports as CSVs

Key Use Cases

Senior Management

Compare the performance of groups within your team (coming soon).

* How are different groups performing against objectives

Sales Manager

Asses how effective your team is in gaining and retaining business.

* How many calls are being made
* How long potential customers are being kept on the phone
* How many calls have been made to specific target/ priority customers
* How each of these metrics have improved or degraded over time

Assess the performance of individuals against their KPIs.

* Easily recognise which users are associated with a number
* Filter calls by individual team member
* Find out how these metrics have improved or degraded over time

Sales Team Member

* View the data that is being used to assess their performance
* View data relating to their own calls

Customer Services Manager

Assess your team’s efforts at responding to incoming support calls

* How many calls are being answered or missed
* How long calls are continuing for (i.e. are issues being resolved quickly?)
* How are individuals performing against their KPIs