

CXengage

REPORTING AND ANALYTICS

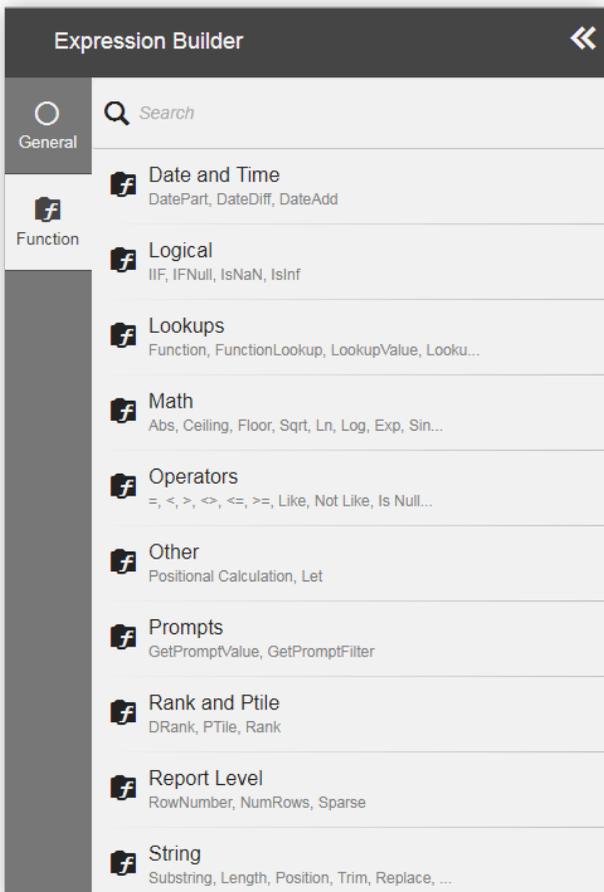
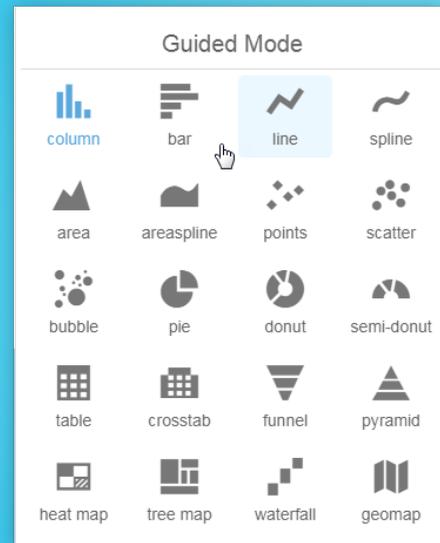


Actionable Intelligence To Drive
Desired Business Outcomes

Custom Reports and Dashboards



Design custom widgets, then drag and drop on the canvas to create your own custom reports and dashboards. Create widgets to visualize your data in bar charts, bubbles, columns, stacked columns, donuts, gauges, lines, tables, or as a plain value.



Custom Statistics



Need to modify or create unique statistics? With custom statistics, you can define statistics to measure what is important to you to use in both real-time and historical reporting.

You may create three types of custom statistics:



Duration

Calculates the time between two events.

For example, the amount of time between when a conversation starts and when a conversation ends.



Instance

Tracks an event that occurs.

For example, a conversation starting.



Score

Calculates a percentage based on the value collected and the maximum possible value.

For example, customer satisfaction score.

Create custom statistics that combine:

Existing statistics

Numbers

Mathematical operations
and functions

Filters



Data Sovereignty



Strong data-at-rest policies ensuring customer information remains “in-region” for multi-national accounts

Benefits of CxEngage Reporting and Analytics

- ✓ **Real-time insights** into the state of interactions, agents and queues
- ✓ **Quickly access** historical insights into performance trends
- ✓ **Customizable views** to fit your business and operational needs
- ✓ **Actionable data** at the tip of your finger
- ✓ **Easy drag and drop** design for rapid customization of both reports and dashboards
- ✓ **Simple extraction** of data into common formats like excel



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