CONTACT US FOR A DEMO TODAY! 800.805.0558

Communications-**Enabled Business Analytics**

Take your business to the next level with PanTerra's advanced real-time business analytics capability, which allows you to monitor, react and adjust to business in real -time!

SOLUTIONS

Mid-size

Call Center

Reliability

Construction

Entertainment

Green Energy

Insurance

Non-Profit

Technology

Multi-Location

Business Analytics

Value Proposition

Small

Franchise

Franchisee

TotalCare

SmartCPE

Consulting

Healthcare

Real Estate

Finance

Legal

Support

BY SIZE Enterprise

BY FUNCTION Business Continuity Mobile Workforce

Salesforce Open CTI SmartBand MPLS MPLS-Connect SmartBand Security

BY MARKET

Advertising Education Government Hospitality Manufacturing Retail

BY PRODUCT

Streams **Streams Mobile** AppDesigner

Skype for Business SmartBox ConnectMe



UNIFIED COMMUNICATIONS, TEAM MESSAGING, FILE SYNC & SHARE

PanTerra Networks is a unified cloud service provider, delivering its family of secure, ultra-reliable, future-proof solution for SMB and Midmarket enterprises. PanTerra includes Streams, its business-class, HIPAA secure, ultra-reliable, futureproof unified cloud service that can be deployed world-wide.

Streams includes unified communications and team messaging infrastructure with a next-generation cloudbased solution and Smart-Box, its HIPAA secure, enterprise cloud file storage, sync & share service.

With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available, while significantly lowering their total cost of operations and IT administration complexities.





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Take your business to the next level with PanTerra's advanced real-time business analytics capability, which allows you to monitor, react and adjust to business in real-time! Set up over 100 Key Performance Indicators (KPIs) or Service Level Agreements (SLA) targets. Monitor anyone in your company from contact center agent to product-line sales team. Measure queue lengths, call talk time, missed calls, idle time, handled calls and more. Use historical data to set realistic budgets and goals and automatically generate reports and alarms at set intervals or periods.

Real-time Corrective Action. If

a set metric is exceeded, user and supervisors are flagged in the Unified Live Monitor (ULM) and via email to text. Supervisors can Silent Listen, Whisper or Barge In on live conversations when metrics are exceeded.

Advanced Reporting. PanTerra provides advanced reporting capabilities with its analytics report engine. Detailed queue, agent and even user reports can be scheduled or ad hoc run to look at trends of measurable fields over a set period and interval. Real-time and historical reports can be sent via IM, email or SMS. Reports can be generated and sent to one or more managers for review. Multiple report formats make it a snap to import the report into 3rd party applications. And, for convenience, reports can be viewed on any standard browser and on any mobile device.

Analytics on Any User. Apply analytic metrics, alerts and reporting on any user in your account, not just contact center agents or call queues! If you have a group of support technicians you want to measure or a sales team to make certain they're utilizing their time efficiently and effectively, no problem. With PanTerra's business analytics capability, any user in vour account can be monitored in real-time or through detailed reports. This simplifies management and improves worker productivity.

Mobile Device Support. Need to be out of your office, but still need to monitor your contact center or sales team? No problem with PanTerra's Mobile Unified Live Monitor (ULM) app, which

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PROPERTY

Reverbridge

has integrated SLA/KPI analytics built-in! Create detailed SLA/KPI triggers or alerts, specify who to alert, set thresholds for the alerts and time intervals all from your mobile device. Monitor contact center agents, call queues or any user within your account. When a SLA or KPI is exceeded, receive alerts and perform realtime monitoring all from your smartphone or tablet.



Call-in Campaign Analytics.

PanTerra's business analytics can even optimize call-in campaign management by providing mass call-in campaign analytics and reports. Run periodic reports on multiple advertisements that terminate to different DID numbers to see which advertisements are producing the best return on investment. Instantly see how call-in campaigns are performing. With PanTerra's business analytics,

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NORTH AMERICAN

Mission Board

Trusted by

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Habitat

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