Call Reporting

Configure wallboards to show the precise metrics you need, and view on any internet-enabled device via a browser or the TPx reporting app

Unprecedented Insight

If customer contact plays a key role in your business, TPx can give you a truly transformative edge. Our cloud-based call and contact analytics and reporting services lead the industry in both innovation and value, offering unprecedented insight into how your contact processes are working, and how you can optimize them for a game-changing, ultra-responsive customer experience.

Maximum visibility and control

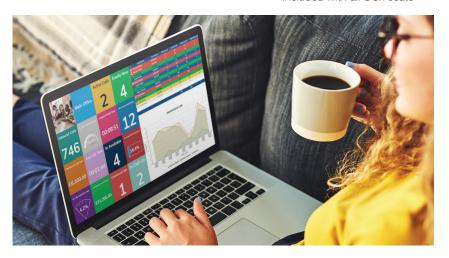TPx's portfolio of reports, wallboards and value-added features is vast and varied, providing maximum scope to customize to your exact needs. You'll enjoy maximum visibility and control with a choice of over 400 sets of historic and real-time statistics, brought to life with easy-to-assimilate charts, dials and alarms. Our wallboards can be configured to show the precise metrics you need, and are available on any internet-enabled device via a browser or the mobile app, to fine-tune your contact strategy and motivate teams.

Choose your service level

With a range of flexible and scalable solutions for businesses of all sizes, pick the right service level that is right for you.

Feature	Historic*	Basic	Advanced
Historic call logging and reporting	■	■	■
Cradle-to-grave call visibility	■	■	■
Trend analysis by timeframe	■	■	■
Scheduled reporting	■	■	■
Dashboard view	■	■	■
Real-time call analytics		■	■
Mobile app (Android and iOS)		■	■
Abandoned call recovery		■	■
Monitor extension activity		■	■
Call control		■	■
BLF view		■	■
Alarms for key performance metrics		■	■
Wallboard		■	■
List view		■	■
Chart view		■	■
Financial statistics		■	■
Analysis by Hunt Group			■
Agent reporting and control			■
Account/disposition code statistics			■

* Included with all UCx seats

Wallboard By equipping your business with a customizable wallboard, your company benefits from a highly visual real-time overview of your team's performance against business KPIs, putting you in a much stronger position for achieving both short-term and long-term goals. Display real-time call statistics in large individual tiles where each statistic can have a specifically configured alarm. TPx wallboards can be configured to show the precise metrics you need. They are available on any internet-enabled device via a browser or the TPx mobile app.

Presence Presence is a supervisory extension status monitoring solution, allowing users to monitor colleagues' extensions and view their own historic call data. Providing quick and easy access to the extension list BLF, historical call list report styles and ACD agent BLF

Call Reporting Mobile App The mobile app is available on both iOS and Android devices, giving supervisors the ability to view wallboards on a smartphone or tablet anytime, anywhere. Activate alarms against specific fields and get notifications on the go, so you can manage your staff while you're away from the office and organize them accordingly.

Benefits

Abandoned call recovery: Identify how many sales inquiries you're missing every day.

Calls/contacts by time/day: Discover when your inbound communications peak and ensure your team is sufficiently resourced to cope.

Financial statistics: Assign estimated order values to successful inbound and outbound calls, specifying a call strike rate, and you will then see the potential revenue in the queue of calls waiting.

Customizable: Configure Wallboards for your unique reporting needs

Reporting: Schedule customized reports to be emailed directly to your inbox.

Analytics on the move: The mobile app allows you to view your wallboards from your smartphone. Call center managers can also view and control their agents' activity from within the app.

Highly scalable: From as few as two users to as many as 10,000.

Flexible: increase or decrease the service as your business needs change.

Cloud Based: Quick and easy to set up and updates occur automatically

Cost Effective: A simple monthly per-user charge and no capital expenditure required

Why TPx?

Call Reporting is part of our Enhanced Integration Packs, a suite of packaged services that greatly enhance our award winning UCx Unified Communications solution. Providing additional integration capabilities from CRM to Call Reporting, Call Tracking, Single Sign-On, and Security, TPX helps customers be more productive with customizable voice solutions that connect to the tools and software they already use.

TPX COMMUNICATIONS