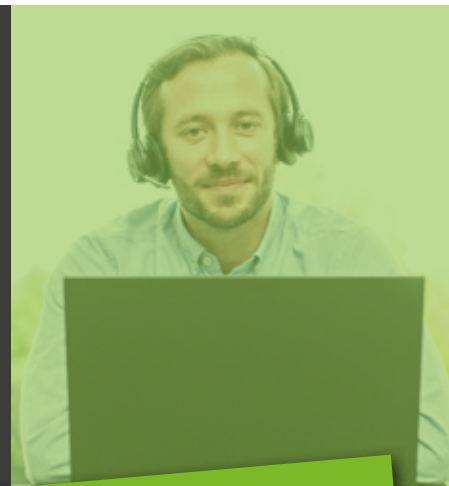




ProCall Analytics

The analysis tool for ProCall Enterprise

With **ProCall Analytics** you can make better and more informed decisions. Optimize the accessibility of your company and improve customer satisfaction through the simple and clear preparation and analysis of your communication data in dashboards. The insights gained in this way can serve as a basis for investment, further education and training.



Recognize potentials. Optimizing processes

Communication data as a basis for decisions

Clearly arranged dashboards

Predefined dashboards provide you with important key figures of your communication behavior at a glance. Analyses based on contacts, users and projects are possible, for example. A management summary summarizes the most important points.

Further analyses

Some evaluations are also provided with a „drill down“ function. Answers to questions such as „What are the reasons for an unanswered call?“ or „Which customer generates the greatest volume of calls?“ can be answered with just one click.

Available on all platforms

Since it is a browser-based, responsive application, this be used with all common browsers on almost all end devices.

Minimum configuration effort

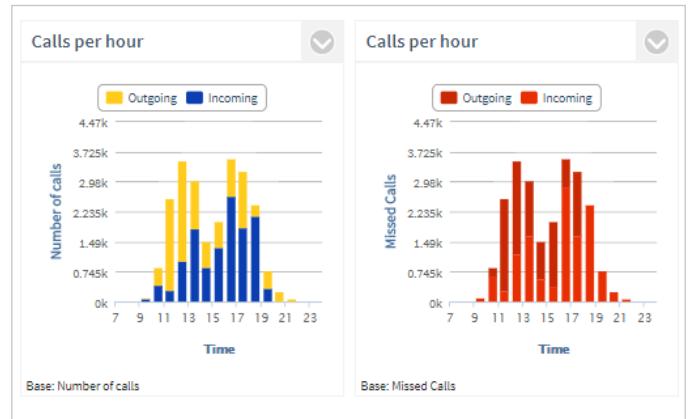
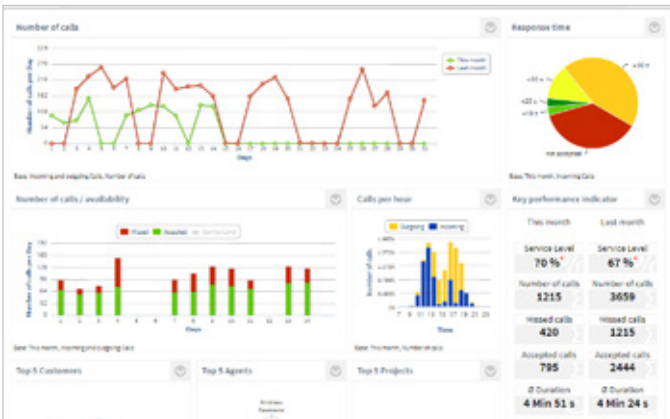
„Next, next, done“ evaluations. Seamless integration into ProCall Enterprise means that configuration work is minimal. All communication data is automatically read out and evaluated in real time.

Data protection is a top priority

Your personal data is of course protected. Thanks to the extensive authorization system and the possibility of limiting evaluations to group level, the use is also possible in more restrictive scenarios

Report generator

Create reports as PDF or export data as CSV, XML or HTML files. Scheduled tasks allow you to send them automatically by e-mail or archive them in a directory.



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