



With **ProCall Analytics**, you can make better and more well-founded decisions. Optimize your company's availability and improve the satisfaction of your clients through the simple and clear preparation and analysis of your communication data in dashboards. The information it provides can be used as the basis for investments and further training, for example.

ProCall Analytics

The Analysis Tool for ProCall Enterprise

Recognize Potential. Optimize Processes.

Clearly laid-out dashboards

Pre-defined dashboards deliver you your communication behavior's key parameters at a glance. Analyses based on contacts, users and projects are possible, for example. A management summary brings together the most important elements.

More detailed analyses

Some analyses also feature a „drill down“ function. Answers to questions such as „What are the main reasons for a call going unanswered?“ and „Which clients generate the most communication?“ can now be found with just a click.

Available on all platforms

Since this is a browser-based, responsive application, it can be used with all popular browsers on virtually all devices.

Minimum configuration input

„Next, next, finished“ analyses.

Seamless integration into ProCall Enterprise keeps configuration input to a minimum. All communication data is read out automatically and analyzed in real time.

Data protection is paramount

Your personal data is of course protected. Thanks to the extensive rights system and the ability to limit evaluations to group level, it can also be used in more restricted scenarios.

Report Generator

Use the graphics and data offline. Create reports as PDF or export data as a CSV, XML, or HTML file. Thanks to the time-scheduled tasks, you can also send them automatically by e-mail or archive them on a file share.



Trial

Demo mode without registration

Presented by

estos GmbH | Petersbrunner Str. 3a | 82319 Starnberg