InCONTROL

CALL REPORTING SOLUTION

In today's ever-changing business environment, information is critical when making important organizational decisions, and managing employees and resources. Your business decisions should be based on facts, both current and historical, to ensure your employees are informed and your business is effectively servicing customers. NEC's InControl provides the information you need to help you make the right business decisions.

InControl Call Reporting allows you to create reports for most all of the call activity in your company, such as, inbound and outbound call volume, total calls, duration of calls and average duration of calls and more. Utilize InControl's historical call metrics to track productivity and improve future call usage.

InCONTROL SOLUTION

InControl is a simple to use reporting system which provides business analytics for non-ACD calls. It allows you through a Wizard-based interface to easily configure and create targeted reports. Templates can easily be created for those reports you run frequently and reports can be scheduled to run based on designated start/stop times and report name.

InControl can help you determine:
> Whether a caller's complaint that they were on hold for 20 minutes is valid, or just an impatient caller's sense of time
> If you have the correct number of call paths (SIP, digital, or analog) to support your call volume

InCONTROL AT A GLANCE

> Simplified reporting system which provides important business analytics
> Browser-based – no client to install
> Run on demand or scheduled reports with flexible configuration options
> Seamless integration with NEC's Contact Center reports
> Wizard-driven reports enable easy access to information
> Simple to use interface to quickly analyze department/ group, or user-level call history, activities, and trunk utilization
> At-a-glance report interface enables executive staff to quickly understand overall system usage and caller experience
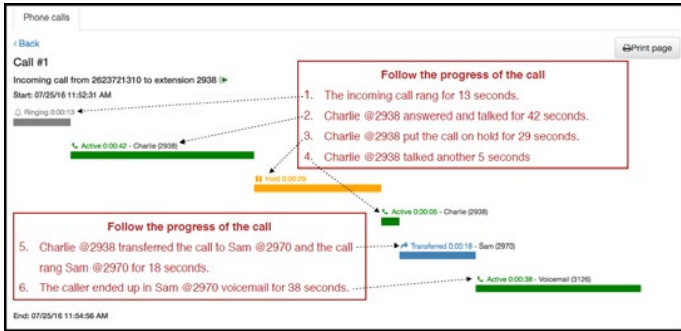
By studying the complete end-to-end call history, managers can determine number of transfers, hold time and talk time to help maximize the customer experience

> If your call staffing is sufficient and keeps you informed by tracking calls answered by groups or individuals to insure calls are being handled efficiently and all staff is productive
> InControl's business analytics can be displayed in regular table format as well as pie and line charts for your instant analysis

Designed to work with the NEC's Small to Medium Sized Business (SMB) Communications Platforms

InControl pulls call data from multiple sources, including directly from the CPU, to capture information generally not available from most other systems.

## Seamless integration with Contact Center reports

Analytics in a contact center are important to ensure a smooth-running center. Why leave one application and go to another to view an additional set of company reports? InControl reports and Contact Center reports for ACD calls are run from the same easy to use interface when NEC's SMB communications platforms are licensed for both. Integration is accomplished through simple licensing and no additional hardware is required to add Contact Center reports to InControl.

Reports when you want them

Reports can be run as "once and done", saved as a template for later use, or scheduled to be run and emailed to designated personnel. Template and scheduled reports can be duplicated and/or modified as your requirements change.

Runs in modern browsers

Reports can be run from any modern computer running Windows or Mac OS. PC replacement is not required as long as it has a supported browser. Need to run a report and you're not in your office? No problem! Simply run your reports wherever you have access to InControl.
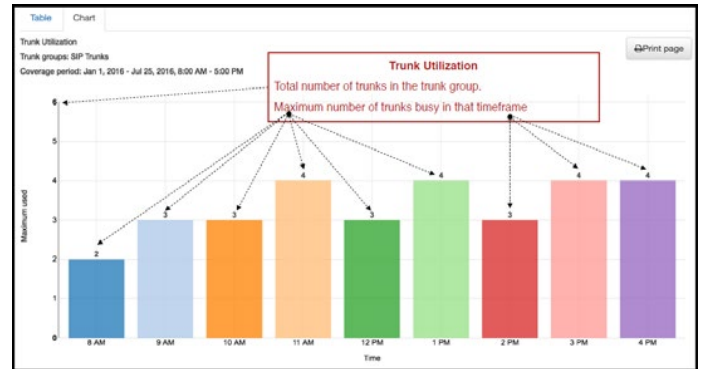
Take advantage of the Trunk Utilization Report by Hour to track productivity and improve future call usage
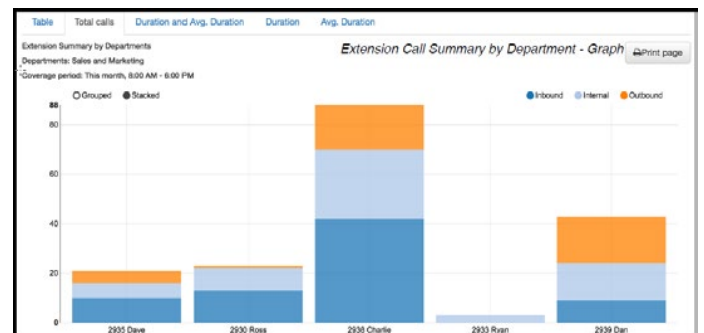
InControl provides a detailed Extension Call Summary by Department report where managers can analyze call history of an individual department

Example of the Extension Call Summary by Department report in table format