ELEVATE
UNIFIED COMMUNICATIONS

Makte better resource and staffing decisions in your call center with Hunt Group Reporting

ACCURATE DATA	VALUABLE ANALYTICS	INCREASED SATISFACTION
Call data is captured and compiled by the Intermedia Voice Network and delivered in an easy-to-view format	Rich, graphical charts bring your data to life – clearly demonstrating improvement opportunities	Setting SLAs and comparing them to results help organizations make adjustments to improve customer experience

ELEVATE HUNT GROUP REPORTING

The Elevate Hunt Group Reporting feature helps organizations to track productivity and improve future call management. It also enables management to understand overall hunt group usage and caller experience in order to improve customer satisfaction.

Call Centers and phone administrators may:

- Select/view data and view reports for entire groups or individual agents

- View graphical data reports based on group or individual, and time

- See statistics such as hold time, talk time, call duration, call volume, and other call metrics

HUNT GROUP STATISTICS

- Immediately Connected
- Connected After Hold
- Abandoned Calls
- Call Duration

- Time on Hold
- Failed Due to Max Callers
- Talk Time

AGENT STATISTICS

- Total Calls
- Rolled Calls
- Calls per Hour

- Time Logged In
- Talk Time

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Get started with Elevate today!

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CLOUD