

iCall Suite Features Overview: Reporting

Features	iCS Report	iCS Report Premier*
Accessible via web browser across mobile device	●	●
Data refresh rate	Real-time	Live
Multi-site call reporting	●	●
Reports in multiple output formats (PDF, CSV) which can be emailed to any email address(es)	●	●
Configurable dashboards and report filters	●	●
Wallboard with customisable tiles	●	●
Historical call analytics	●	●
Detailed call reporting; call activity by subscriber, by area and by duration	●	●
Reports by DDI	●	●
Reports by hunt group and call centre queue	●	●
Call traffic reports by hour / half hour	●	●
Customer reports (by CLI)	●	●
Unreturned missed call reports	●	●
Incoming call analytics (measuring call volumes, targets, unanswered calls)	●	●
Incoming calls Percentage Calls Answered (PCA)	●	●
Incoming calls Grade of Service (GoS)	●	●
Multi-level reporting by site, division, department, cost centre	●	●
Restrict Supervisor access by role (Site, division, department, cost centre)	●	●
High level Executive Summary Report (Multiple reports consolidated into one single report)	●	●
Report scheduling (by day, week, month)	●	●
Call ringtime, duration and missed calls by DDI / hunt group	●	●
Staff level modelling	●	●
Live call waiting in business by DDI		●
Live waiting time for calls by DDI		●
Live calls waiting and waiting time by call centre queue		●
Availability (showing subscriber on call, free etc.)		●

* Please check availability of iCS Report Premier on your hosted telephony system.

Contact us

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