

OneView



Reporting & Analytics for Cisco
Voice Platforms

COMMUNICATIONS ANALYTICS LIKE YOU'VE NEVER EXPERIENCED BEFORE

Phone conversations remain the preferred means for customer engagement. Your Unified Communications investment is strategic, and performance insight is critical.

Applying analytics to communications enables powerful agility in competitive marketplaces.

OneView turns your organization's communications activity into actionable insight and drives competitive differentiation.

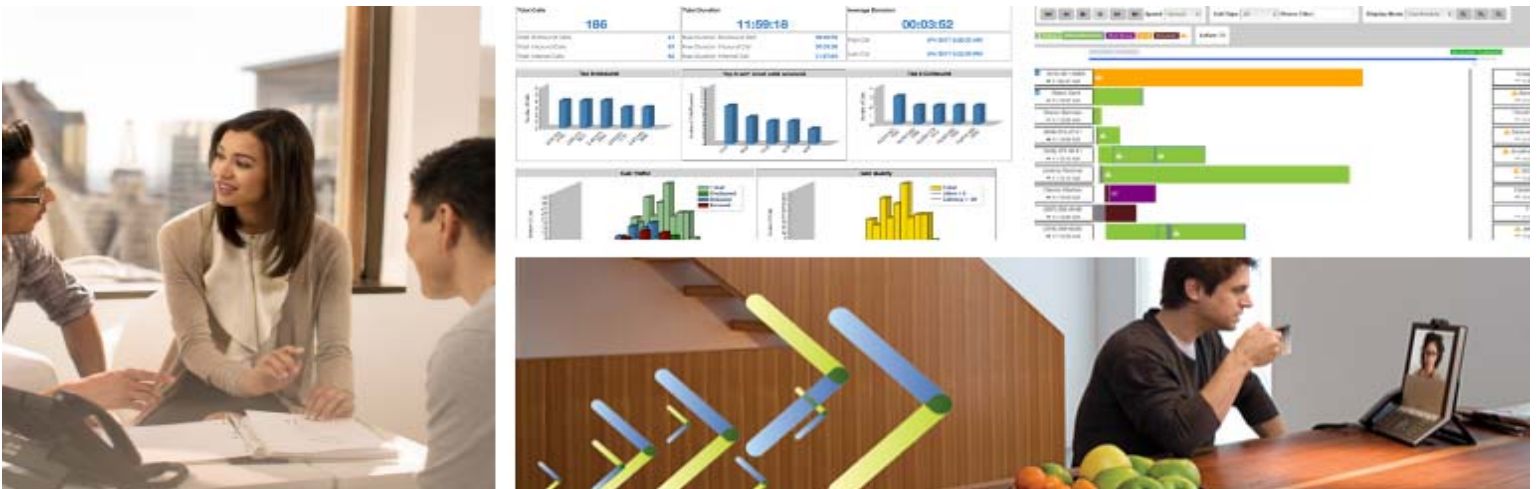
You get faster, more personalized customer experiences, more accurate interactions and deeper insight.


CUSTOMER EXPERIENCE
ANALYTICS


EMPLOYEE
PERFORMANCE


RESOURCE
UTILIZATION

PERFORMANCE
TROUBLESHOOTING



 sales@donomasoftware.com

 (866) 265-2770

 www.donomasoftware.com

Available worldwide through Cisco Reseller Partners



OneView

Call Detail Analytics for Cisco
Voice Platforms



ONEVIEW ANALYTICS FOR COMMON KPI CHALLENGES

- ☑ Identify Dormant Resources for Cost Savings & Efficiency
- ☑ Gain Insight into In-Bound Call Responsiveness & Hunt Groups
- ☑ Identify Call Performance Issues Faster & Reduce Cost
- ☑ Quantify & Analyze Employee Productivity
- ☑ Analytics & Reporting for Cost Allocation
- ☑ Understand & Visualize the Customer Experience with Real-Time Animation
- ☑ Alerts Ensure Your Team is Aware of Real-Time Issues


RESPONSIVE TROUBLESHOOTING


- Fast access to call detail metrics.
- Quickly diagnose performance issues.
- Analyze call tracking & traffic patterns.
- Accountable resource utilization.
- Customizable Operations & Compliance Reporting.
- No hardware required.
- Cloud service makes setup fast & support easy.


BETTER DECISION SUPPORT

- Gain insight with an intuitive interface.
- Optimize resource allocation: from people to UC resources.
- Graphical dashboards & reports.
- Animated call flow real time analysis. (Patent Pending)
- Track employee productivity against targets.
- Automated Report Delivery.

CONTACT |

 sales@donomasoftware.com

 (866) 265-2770

 www.donomasoftware.com

10.9.18

Available worldwide through Cisco Reseller Partners

