

## COMMUNICATION ANALYTICS FOR CISCO CALL MANAGER & UCCX

### Insight for Agility, Cost Saving & Competitive Advantage

When communications count, people pick up the phone. That means *your voice system is the conduit for your organization's most important interactions.* Customers. Partners. Potential customers. Vendors. Employees. Each call leaves a trail of valuable data that until now was difficult to access, even for IT.

**OneView turns your organization's communications activity into actionable insight for better operational decisions.**

Not only for IT, but also for department and line of business managers. OneView's intuitive design makes it easy to customize insight parameters to deliver customized insight on demand Automate it. Animate it. Graph it. Most importantly: act on it.

CUSTOMER SERVICE

TEAM ACTIVITY  
REPORTING

RESOURCE & COST  
ALLOCATION

TECHNICAL PLANNING &  
DIAGNOSTICS



## COMMUNICATION ANALYTICS FOR CISCO CALL MANAGER & UCCX

- Automated Analytics & Reporting.
- Quantify & Analyze Employee Productivity.
- Trace & Visualize Caller Experiences Across an Entire Organization.
- Alerts for Real-Time Issues.
- Quantify Call Volumes & Responsiveness.
- Reduce Cost.
- Reports & Performance Dashboards for Call Manager & Call Center Express in one console.



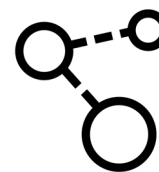
### INTELLIGENT

Performance alerts support rapid response when problems arise. Call flow animations make it easy to see problem areas. Automated reports streamline report delivery.



### INTUITIVE

Easily select just the data points needed for a particular inquiry. It's easy to start gaining insight in minutes. No technical skills needed. From detailed stats to operational trends and supporting visuals.



### INTEGRATED

Call activity and associated data is tracked across entire organization, including multiple locations and clusters. Also enjoy integration with Cisco Call Center Express.

**WHAT COULD YOU DO WITH MORE INSIGHT? SCHEDULE A DEMO TO FIND OUT!**

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