

*Our Call Center provides in-depth, customizable reporting on everything that happens in your phone system. This platform allows for automating and exporting data into an excel spreadsheet to file or import to your CRM.*

- Call volume and duration by agent or queue
- Abandoned calls
- Missed versus answered calls in a queue
- Hold and wait times
- Call distribution per day, week, month, hour
- Agent session times
- Pause or Do-Not-Disturb durations
- Service call thresholds (SLA adherence)
- Disconnect causes (whether agent or caller hung up first)
- Custom types of calls

