



CONTACT CENTER REPORTING



Sequire Voice
UNLOCK THE CLOUD

A POWERFUL TOOL TO GENERATE STATS FOR INBOUND AND OUTBOUND CALLS IN YOUR CALL CENTER



Multiple reports tailored with all the data you will need to measure your Call Center and make the right decisions. All exportable to Excel, CSV, or PDF



Ultra-fast queries to generate data as fast as possible without overusing system resources.



Track calls by events and see each place the calls have been through.

Reports Available

All reports are exportable to Excel, CSV, or PDF

Traffic

- By Hour
- By Day
- By Day of the Week
- By Month
- Lost Calls by Hour

Agents

- Session Detail
- Availability
- Session by Hour
- By Hour

Call Reports

- By Queue
- Abandoned Calls
- Answered Calls Details
- Outgoing Calls Detail
- Summary
- Service Level
- By Agent
- Lost Calls by Agent