Infortel Select
Demo Prep Discovery

Common Business Needs

☐ Searchable call history archive – HR, risk mitigation & audit compliance

☐ Employee productivity – call volume, abandoned calls, and staff scheduling

☐ Remote location management – store, office & clinic location call traffic & answer rates

☐ Caller experience visibility – ring time and transfer metrics for improved customer satisfaction

☐ Cradle-to-grave call tracking – optimization of call routing & employee training

☐ Quality of service – call metrics, benchmarking, and troubleshooting

☐ Technology adoption – platform and device level utilization

☐ Abuse and mis-use detection

☐ Cisco UCCX Contact Center visibility – queue & agent reporting & dashboards

☐ Cisco Hunt Group visibility - queue & agent reporting & dashboards

☐ Trunk traffic analysis – utilization, optimization, and peak concurrent calls visibility

☐ Cost allocation, chargeback, or tenant billing

☐ Carrier bill validation

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Specific Objectives or Must Solve Problems

1.

2.

3.

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Departmental Stakeholders

☐ Customer Service	☐ Marketing
☐ Finance	☐ Operations
☐ HR	☐ Sales
☐ IT	☐
☐ Legal	☐

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In Scope Data Sources

Cisco	Microsoft	Avaya	Other	SBCs
☐ CUCM	☐ Teams	☐ Communications Manager	☐ NEC	☐ Audio Codes
☐ UCCX	☐ Skype for Business	☐ Aura	☐ Siemens	☐ Oracle (Acme)
☐ CUBE		☐ IP Office	☐ Zoom	☐ Ribbon (Sonus)
☐ Gateways		☐ Legacy Nortel	☐	