

ISI Analytics

Leverage Native Call Queuing
for the Ultimate in Hunt Group
Management

ON-DEMAND REPORTS

Generate on-demand reports with just a couple of clicks - from a high-level, multiple hunt group view, down to specific, detailed reports for each individual agent and call.



Hunt Group Summary

A high level report, where you can supervise and manage multiple hunt groups at once.



Call Activity by Day or Hour of Day

Drill down further to capture daily, weekly or monthly trends



Call Detail by Agent

Get the most granular, specific level of insights for each call event.



Transferred Call Path

The ultimate cradle-to-grave visibility. See the entire customer journey, even before and after the hunt group.

***Cut through the noise and
unlock powerful insights to
optimize your hunt groups***

- Watch customer experience unfold in real time
- Monitor agent status and productivity
- See the entire caller journey from cradle to grave
- Simple and intuitive - never bother I.T. for reports or struggle with spreadsheets again

REAL-TIME DASHBOARD VIEWS

Supervise the productivity and performance of your hunt groups in real-time and make sure your teams are hitting their KPIs. **Color-coded threshold alerts** allow you to quickly identify and respond to problems - flagging good, poor and critical conditions

Live Hunt Group Summary

See what's happening **now** in each hunt group- calls in queue, number of available agents, abandon rate, and more

Agent Status

Watch the productivity of your agents - their current status, time in that status, calls handled, and more

Daily and Hourly Statistics

View all your critical performance insights, refreshed in real-time - total calls, call handled, calls abandoned, queue times and service levels. Drill down into any hour of the day to get specific details on each call.

Remember: Real-time dashboard views aren't just helpful for supervisors. Share these live dashboards with your agents, for instant feedback and motivation.

ISI Hunt Group Analytics are only available on our ISI Cloud and Cloud Pro offerings

To learn more about ISI's solutions, please visit our: website at www.isi-info.com, email at sales@isi-info.com, or call us directly at 1-847-706-5070