ISI
Empowering Communication

ACTIONABLE REPORTING TO IMPROVE EMPLOYEE PRODUCTIVITY, MANAGE RESOURCE UTILIZATION AND DELIVER BEST CALL QUALITY

Organizations need concise and actionable information on UC activity to drive business outcomes, like improving employee productivity, maximizing telecom resource utilization, identifying & solving QoS problems. Most UC and legacy telecom platforms generate call detail that is the foundation for such analysis, but few offer a reporting interface that is anything more than a CDR search tool - lacking the usability, flexibility, and customizability required for effective analysis and business decisions.

Customer Challenges:

- Tried Cisco Native Reporting but found it to be inadequate
- Using a home-grown reporting solution
- Business managers are dependent upon IT to produce reports
- IT wishing to get out of report generation
- Need for Hunt Group/Native Call Queuing visibility – call volumes, answer/abandoned rates, staffing needs

- Organizations subject to Compliance regulations – need searchable call history for enforcement
- Need to analyze conventional or SIP trunk utilization, Peak Concurrent Calls and traffic trends
- Need for Alarms on undesirable events – 911 calls, unusual activity, Poor QoS calls
- Need for call rating - chargeback, internal cost allocation or carrier bill reconciliation

Market-specific drivers:

HEALTHCARE

- Satisfy Medicare requirements for proof of timely patient contact
- Satisfy FDA Certification Audits on Pharmacy call answer, abandon & hold rates
- Satisfy State mandated community service objectives for ER funding
- Improve patient care
- Optimize staffing and ensure service levels are met for Patient Services
- HIPAA compliant solution

FINANCIAL SERVICES

- Searchable call history for compliance and legal investigation
- Manage voice & video utilization across ALL geographic locations
- Monitor call volumes and answer rates to improve caller experience at branch locations

SLED (Govt & Education)

- Maintain historical call data for compliance
- Expense allocation to department or agency
- Validation of carrier billing
- Improve Jabber & Skype User Adoption for Voice & Video

RETAIL

- Call volume by department and time of day
- Unanswered & transferred calls visibility
- Evaluate IVR/Auto-attendant effectiveness
- Improved customer experience

Target Audience:

Line of Business Managers | Complaince Officer | HR | IT | CIO | CTO

Simplify, Unify, and Enhance UC Reporting with Infortel Select

Simplifies reporting and dashboards with an intuitive user interface that eliminates dependency upon IT

Accurately resolves call type, destination and call rating for chargeback or internal cost allocation

Unifies the reporting of voice interactions from various platforms for single pane-of-glass visibility

Integrated Verba user experience when sold with Verba call Recording & Compliance

Enhances raw CDR with QoS visibility, hunt group metrics, cradle-to-grave call tracking and organizational hierarchy to drive security and departmental analysis

Provides the foundation for an effective corporate compliance program – retained call history, on-demand call searches and alarms to enforce compliance

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TRADITIONAL SOLUTION DEPLOYMENTS

Native Cisco Reporting

- Complicated and unfriendly user interface
- Limited organizational hierarchy
- No departmental security
- No call destination resolution or call rating
- Limited standard reports
- CUCM calls only - Not a multi-platform tool
- Only IT Admins have access, not available to Line of Business Managers
- Limited Historical Reporting capabilities

Import data into Excel

- Requires technical knowledge to interpret and normalize Cisco CDR/CMR
- Labor intensive – multiple steps
- Not scalable or sustainable

RECOMMENDED SOLUTION DEPLOYMENT

Infortel Select

- Consolidated reporting and analysis – CUCM, Gateways, SBCs, other CDR sources
- Line-of-business centric application – Standard reports & dashboard gates for each department
- Extensive flexibility - Easy end-user control over desired report & dashboard presentation
- True Integrated custom reporting
- Cloud ready
- Managed Services available

VALUE AND ROI

- Accurate and actionable information - better business decisions
- Empower line-of-business managers – reduce dependency upon IT
- Faster results - business-centric standard reports & dashboards
- Improved productivity
- Identify and resolve Quality of Service problems
- Eliminate waste - right-size trunk circuits
- Cost savings - easy-to-deploy, easy-to-use, all-in-one solution

QUESTIONS TO ASK

- Do seemingly simple report options seem difficult with existing reporting tools?
- How do you currently handle your custom reporting needs?
- Do you find yourself manually manipulating data or running multiple reports to get desired results?
- Do you use Hunt Groups with Native Call Queuing?
- Do you want visibility into conventional and SIP trunk utilization?
- Is your business subject to Compliance regulations? - Healthcare, Financial services etc.

NEXT STEPS AND WHO TO CONTACT

- Identify opportunities
- Engage ISI sales:

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