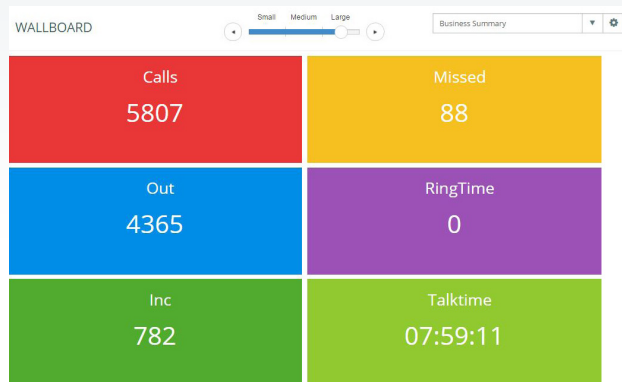
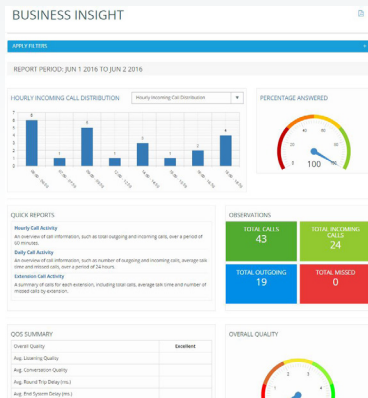


MiCloud Office Entry Analytics for business productivity delivers powerful call data visualisation via a pre-defined dashboard and wallboard. reports.

Call data visualisation

- **Accessible from any internet-facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.
- **Monitor performance:** View DDI performance metrics for this week's call activity.
- **Quick access via any client device:** Quick access to KPI reports.
- **Export and email:** Export reports as PDF or CSV and email to any email address.
- **Voice Quality:** Analyse call quality including delay and jitter.
- **Mobile optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.





MiCloud Office Entry Analytics provides powerful data visualisation via an intuitive dashboard and essential wallboard.

At-a-Glance Dashboard

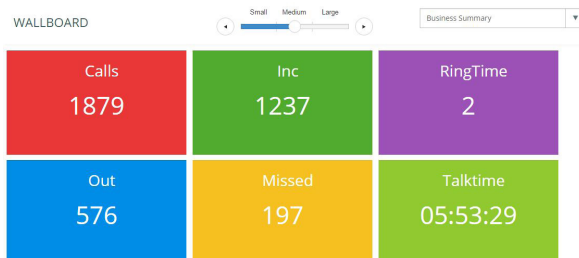
The Entry Analytics at-a-glance dashboard displays graphs and tabular data within a specified date range in the past 12 months.

The dashboard presents a summary of call metrics including:

- Hourly incoming / outgoing call distribution
- Percentage Calls Answered (PCA)
- Important observations, including total calls, busiest hour, average answer time, longest call, total missed and unreturned missed calls
- Call summary by DDI
- Call summary by user / extension

The following business reports are quickly accessible and can be exported as PDF/CSV or emailed to any email address:

- Hourly call activity
- Daily call activity
- Extension call activity
- Overall activity by DDI
- Missed calls
- List calls by date
- Unreturned missed calls by Caller ID



Visual Wallboard

Entry Analytics provides 3 pre-defined wallboards, designed to display essential analytics on a large screen or desktop:

- DDI summary displays the total calls, missed calls, ringtime and talktime for each DDI
- Extension summary displays the total calls, missed calls and talktime for each extension
- Business summary displays total calls, missed calls, average ringtime and total talktime for the business

Tiles can be resized and configured to show custom-filtered data, for example on particular extensions or DDIs.

Voice Quality

Access voice quality statistics to analyse call quality, delays and jitter.

Seamless Upgrade

Seamlessly upgrade to other MiCloud Office Analytics modules for enhanced features.

