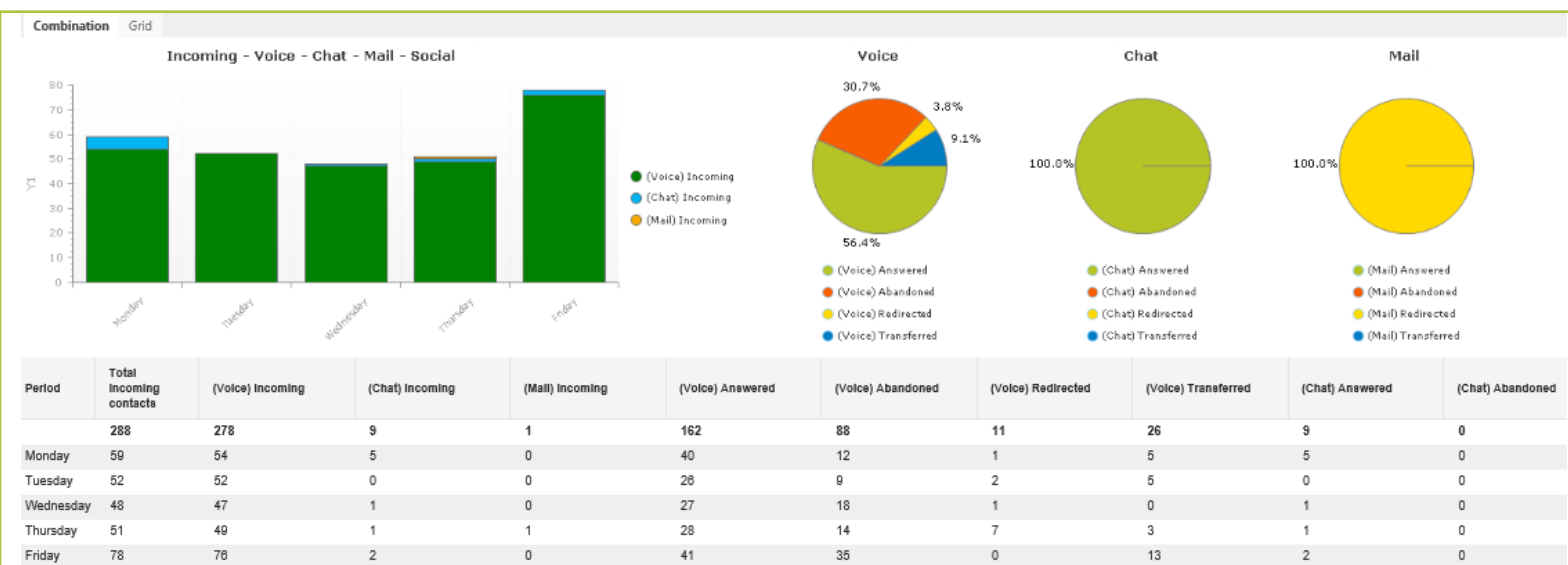


ZYLINC ADVANCED STATISTICS

Zylinec offers the market's most innovative and comprehensive Contact Center and Attendant Console with an Advanced Statistics solution which provides statistical analysis of all traffic and event, including all media channels – voice, chat, e-mail and social media. The solution not only manages data from the Zylinec platform but also PBX data from other core solutions.

With support for Broadsoft Broadworks, Cisco CUCM, Microsoft Lync and Skype for Business, the solution can provide full statistics and behavioral information for the entire platform, all events, channels and users.

The Advanced Statistics module is both an analysis-, management - and planning tool with a simple and user friendly interface.



FEATURES

- Scheduled report generation and distribution
- Export to multiple formats
- Excel integration
- Custom reports
- Comprehensive extended template
 - Agent Activity
 - Agent contact handling & totals
 - Queue Statistics
 - Unique calls statistics
 - Advanced filtering and data selection available in all reports.
- Supports integration to multiple data sources
- Includes predefined tools and reports for handling statistical data
- Can be extended with integration to CRM, ERP and other database solutions
- Report examples:
 - KPI
 - Calls – In
 - Calls – unanswered
 - First Response %
 - Transfer Failed
 - Talktime

Supported platforms



Contact us directly and let us tell you how we can adjust our solutions to your company!