



estos

enables easy communication



ProCall Analytics 3

The analysis tool for ProCall Enterprise

ProCall Analytics 3

ProCall Analytics is an add-on module for ProCall Enterprise, which displays your communication data in clearly arranged dashboards.



NEW:

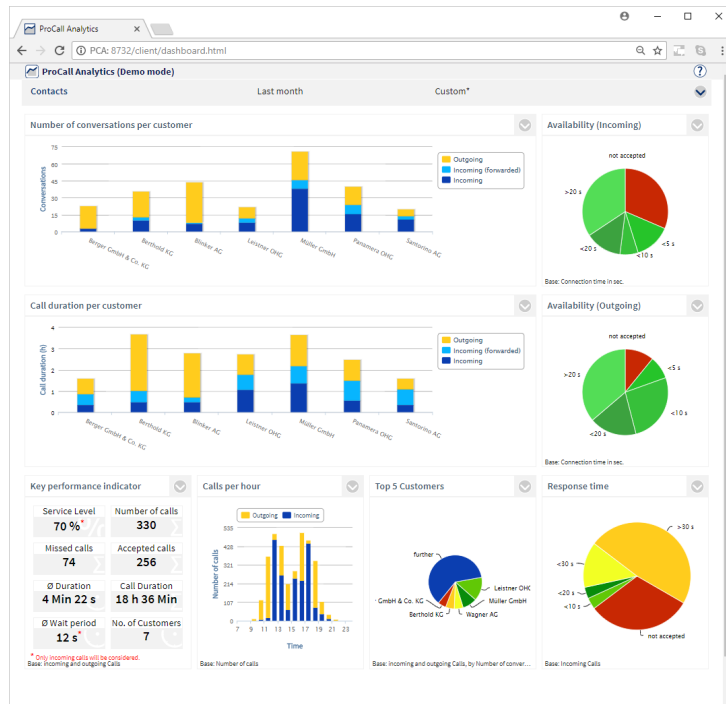
- Evaluation of softphone calls
- Change to server licenses
- ProCall 7 Enterprise support

ProCall Analytics 3: What is new?

- Evaluation of softphone calls
- Change to server licenses
 - All ProCall Enterprise users of UCServer can use ProCall Analytics
 - Regardless of the number of users
- Support for ProCall 7 Enterprise (older versions 4/5/6 are not supported)

Clearly arranged dashboards

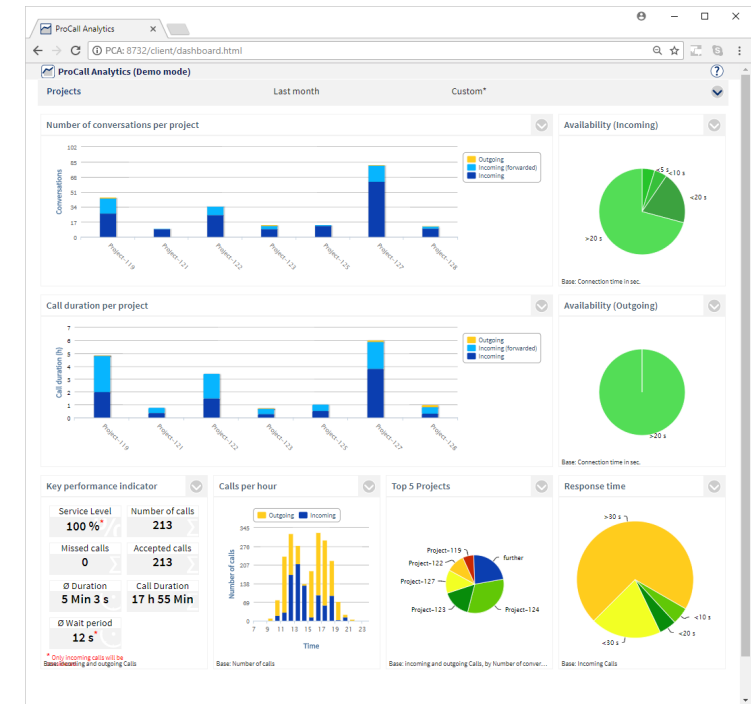
Customer dashboard



Employee dashboard

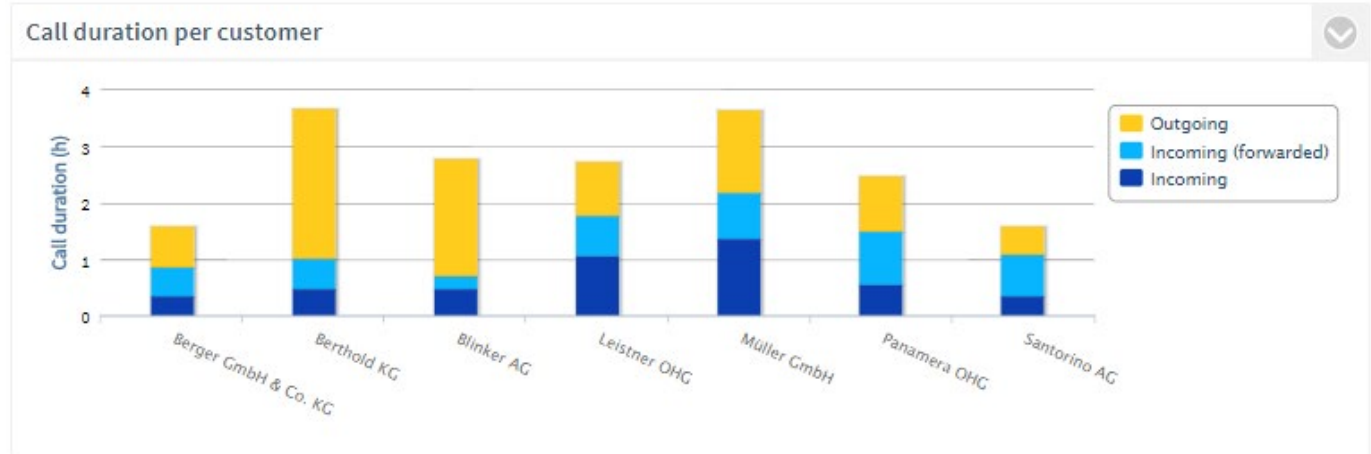
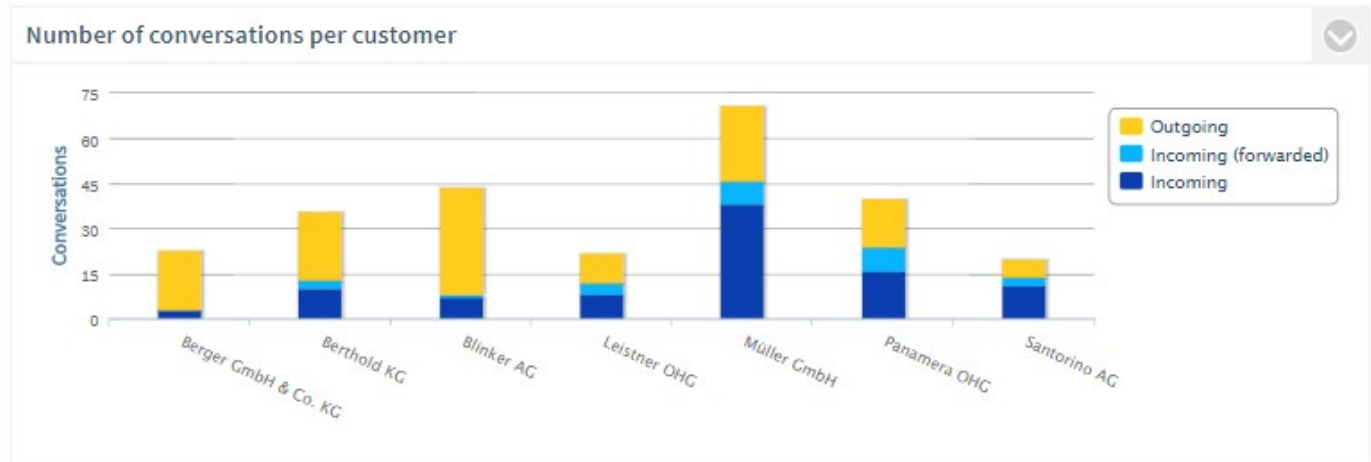


Project dashboard

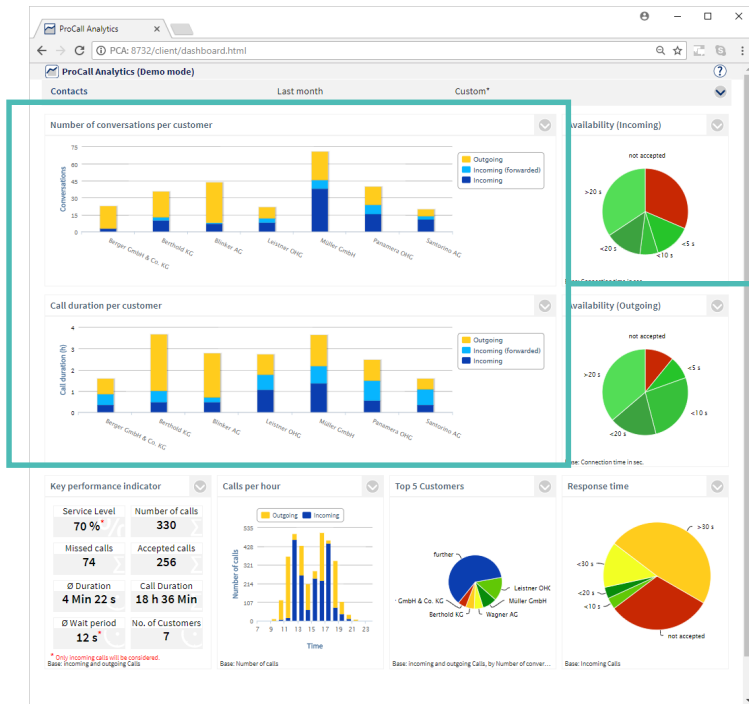


Call volume

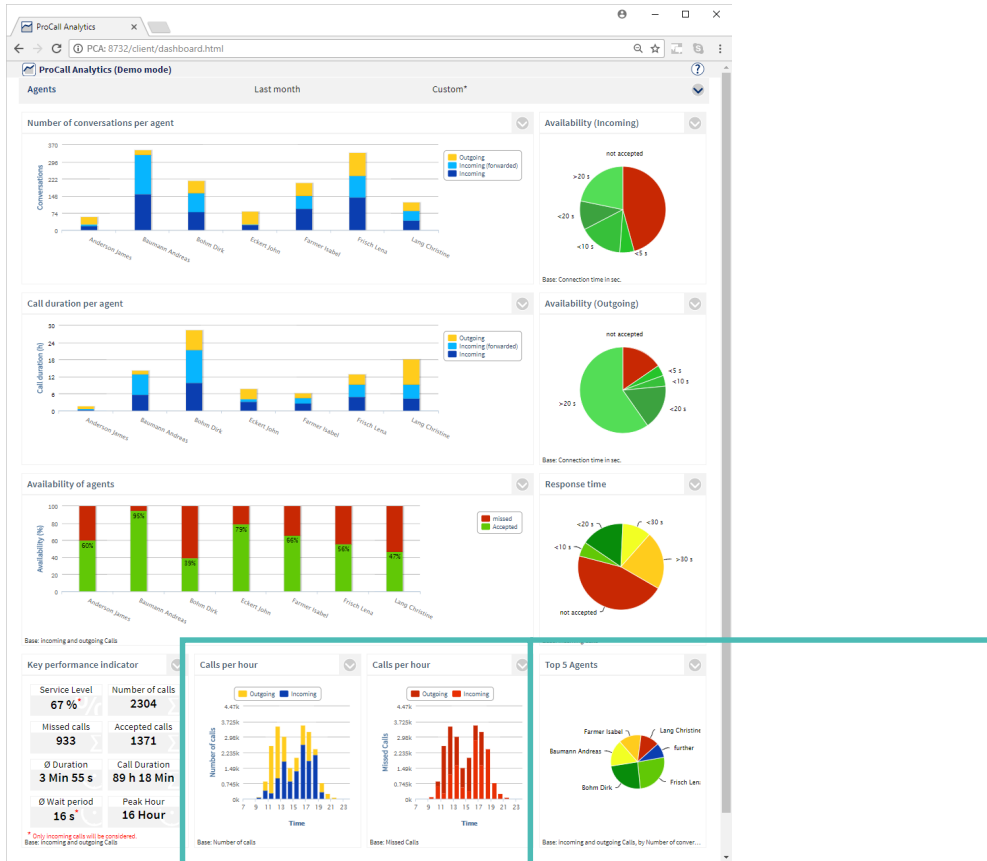
Number of calls per customer



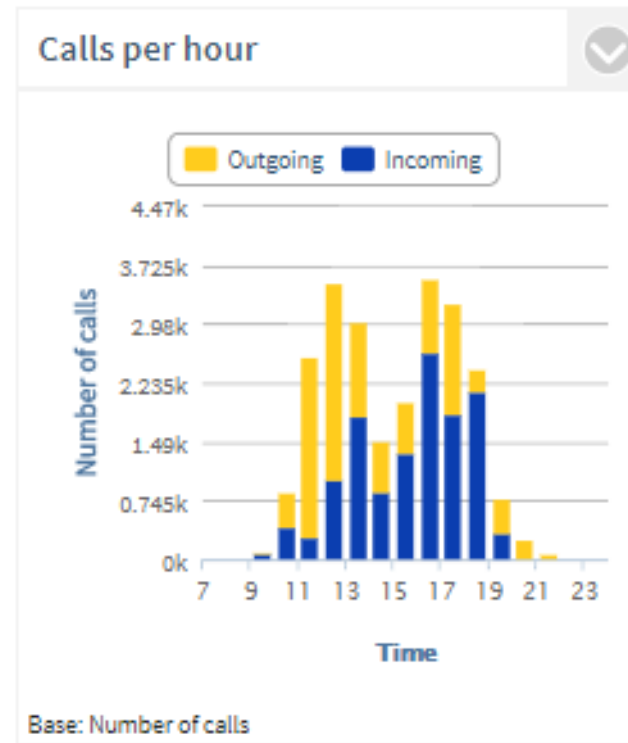
Call duration per customer



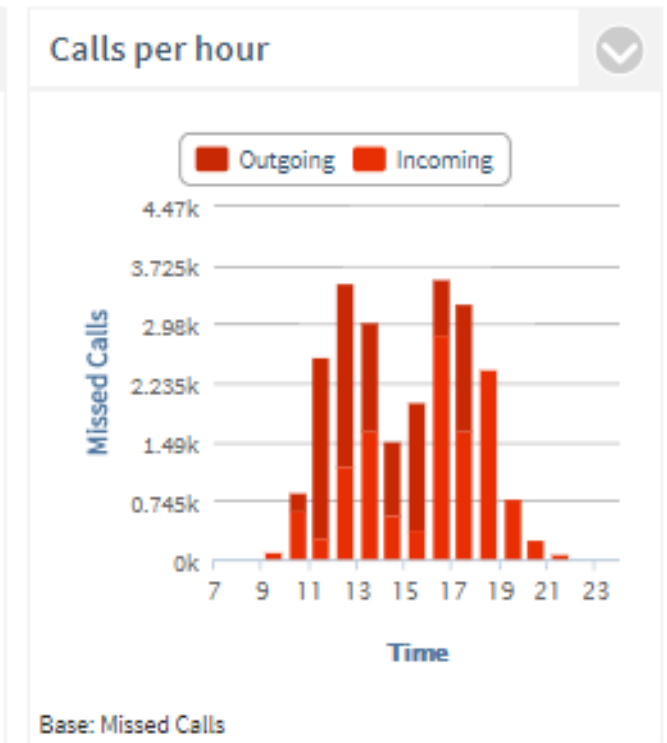
Personnel planning



Number of calls



Number of unanswered calls

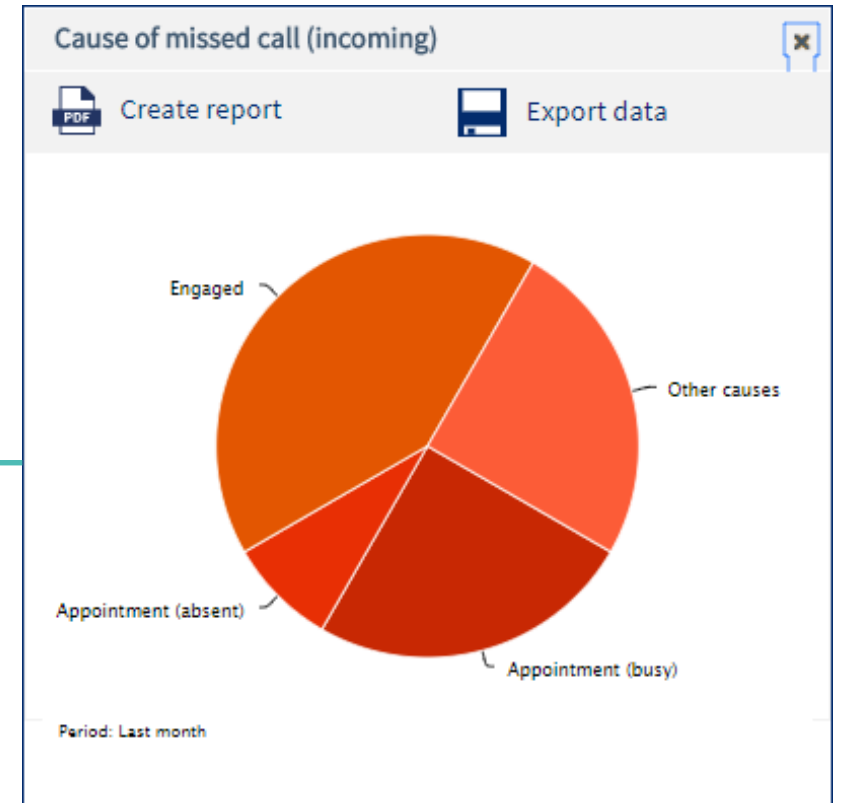


Service level



Unaccepted connections

Drill Down Function



Detailed information on unaccepted connections

Minimal configuration effort



ProCall 7 Enterprise



ProCall Analytics 3

Responsive and secure



Browser based responsive application



Your personal data protected



Export feature





Advantages through evaluation of communication data

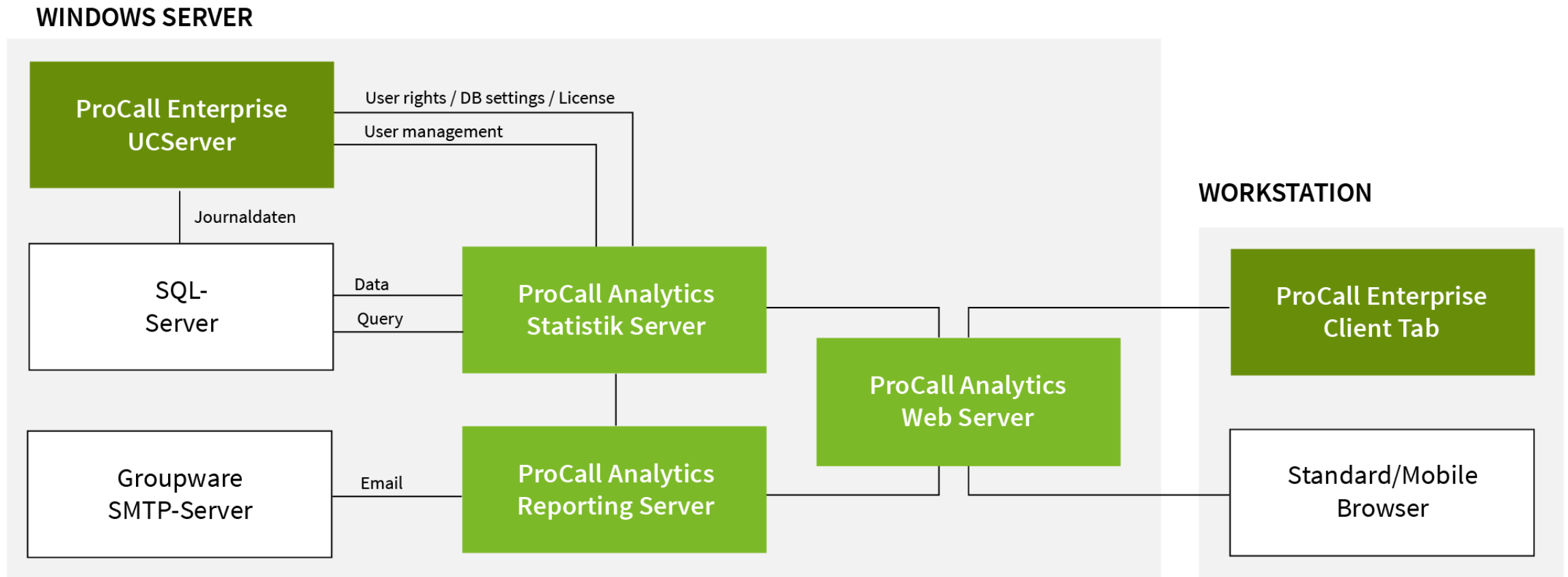
This allows companies to:

- Develop action measures (assigning personnel specifically, identifying training potential)
- Optimally document telephone times (basis for billing)

An optimization of processes is only possible if meaningful measured variables are available as a basis.

The recording, preparation and presentation by ProCall Analytics is crucial for this.

ProCall Analytics 3 topology



Always up-to-date!

General product information



estos.com/produkte/procall-analytics

estos partner portal and shop



my.estos.de

Technical information



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