

## Business Intelligence

Offer your customers real-time visibility of their entire customer journey, to futureproof their UC investments.

**EXPO.e's Business Intelligence solution** allows you to offer your customers real-time visibility of all key metrics across the UC ecosystems through a single, highly intuitive portal, opening the door to ongoing optimisations and improvements that make their UC investments truly futureproof, establishing you as their key UC partner.

### CHALLENGES

- Achieving real-time visibility of all customer contact.
- Understanding when customers call, why they call, and how often.
- With a fully remote or hybrid workforce, built on Cloud technology, all companies need to maximise customer engagement across every channel.
- Many businesses use several apps to bring together their UCaaS solution, which is harder to monitor, support, and manage, resulting in a poor user experience and poor visibility of daily metrics.
- Voice-related data can be complex and difficult to understand, limiting opportunities for business improvement and a better customer journey.

### BENEFITS

- **Real-time** - full centralised visibility of the entire customer journey, all through a single pane of glass.
- **Bespoke reporting and fully configurable digital whiteboards** - to establish a culture of ongoing improvement through a better understanding of key metrics.
- **Flexible** - per user, monthly pricing, with no additional capex costs.
- **Highly scalable** - with the ability to monitor manage anywhere from two to 10,000 users.
- **Smart call routing based on customer workloads** - to avoid missed calls and minimise wait times.
- **Real-time trend analysis** - supporting a better customer journey and long-term business growth through more strategic, informed decision making.



## FEATURES

User Subscription	Enterprise	Professional	Essentials	Supervisor	Agent
Use Cases	Management, Team Leaders, Reporting Users	Hybrid Workers, Knowledge Worker, Pro-Services, Informal CC User	Basic Phone User	Call Centre Supervisor, Call Centre Team Leaders	Call Centre Agents
<b>Features</b>					
Monitored Call Activity	✓	✓	✓	✓	✓
Access to Web Portal	✓	✓	✓	✓	✓
Own Call Activity Visibility	✓	✓	✓	✓	✓
Activity can be Viewed in Real-time by Other Users	✓	✓	✓	✓	✓
Can see other Users in Real Time	✓	✓	✗	✓	✓
Personal Call Control	✓	✓	✗	✓	✓
Create Additional / Unlimited Reports	✓	✗	✗	✓	✗
Configure Reports	✓	✗	✗	✓	✗
Enterprise-wide Visibility	✓	✗	✗	✓	✗
Scheduled Reports by Email	✓	✗	✗	✓	✗
Download Reports by API	✓	✗	✗	✓	✗
Insights Dashboard	✓	✗	✗	✓	✗
Self-Queue & N/A Control				✓	✓
Live Visibility of Other Agent Status				✓	✗
Other Agent Queue & N/A Control				✓	✗
Other Agent Queue & N/A Activity Reporting				✓	✓
Historical Data Visibility	12 Months of All	90 Days Own	30 Days Own	12 Months of All	90 Days Own

## BUSINESS INSIGHTS

Enterprise	Professional	Essentials
<ul style="list-style-type: none"> <li>Real-time and historical reporting on call activity across an entire enterprise or group.</li> <li>Call activity can be reported on by other Enterprise users and supervisors.</li> <li>Status is visible to all user types with call control.</li> </ul> <p><b>Use cases:</b></p> <ul style="list-style-type: none"> <li>With real-time</li> <li>Management reporting</li> <li>Company management</li> <li>Informal call centre reporting</li> <li>Professional services fee-earners</li> </ul>	<ul style="list-style-type: none"> <li>Real-time visibility of users call environment through 6 reports.</li> <li>Self-management.</li> <li>Call recapture.</li> <li>Call activity is reported on by enterprise Users and supervisors.</li> <li>Status is visible to all subscribed users.</li> </ul> <p><b>Use cases:</b></p> <ul style="list-style-type: none"> <li>Knowledge workers</li> <li>Hybrid workers</li> <li>Informal call centre users</li> </ul>	<ul style="list-style-type: none"> <li>Users have visibility of own 30-day call history.</li> <li>Call activity is reported on by enterprise users.</li> <li>Status is visible to all subscribed users.</li> </ul> <p><b>Use cases:</b></p> <ul style="list-style-type: none"> <li>Standard phone users</li> </ul>

## CALL CENTRE REPORTING

Supervisor	Agent
<ul style="list-style-type: none"> <li>Reporting call and agent activity across a call centre or call centre group in real-time and historical.</li> <li>Can also be call centre agent.</li> <li>Call and agent activity can be reported on.</li> <li>Call control.</li> <li>Agent and self-queue and availability control.</li> <li>Status is visible to all subscribed users.</li> </ul> <p><b>Use cases:</b></p> <ul style="list-style-type: none"> <li>Call centre management</li> <li>Call centre team leaders</li> </ul>	<ul style="list-style-type: none"> <li>Real-time visibility of agents call and queue environment.</li> <li>Self-management.</li> <li>Call recapture.</li> <li>Self-queue and availability management.</li> <li>Call and agent activity is reported on by Supervisors.</li> <li>Status is visible to all subscribed users.</li> </ul> <p><b>Use case:</b></p> <ul style="list-style-type: none"> <li>Call centre agents</li> <li>Hybrid agents</li> </ul>

## WHY EXPO.e?

As a well-established UC specialist with an evolving portfolio of leading-edge solutions, we have more than twenty years' deep experience designing and delivering solutions that optimise the customer journey, helping our customers enhance their brand reputation and drive sustainable business growth. With nine ISO accreditations, the highest quality of customer service is embedded in our company DNA, so your own customers are guaranteed the very highest quality of service.

