



¿Do you want to optimize your service metrics and business intelligence in your Corporate Telephony platform?

IsMyReports provides simple, real-time access to the metrics you are looking for. Both for your inbound and outbound telephony, which are offered with the required level of customization.

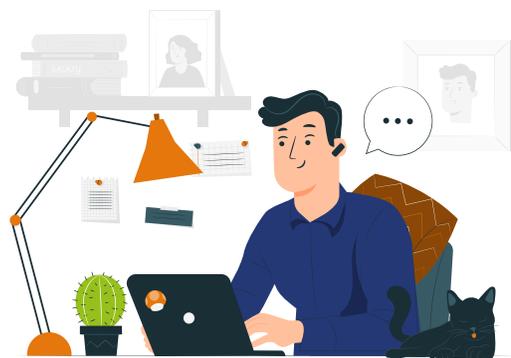
Take action and make agile decisions that improve your business productivity through clear, eye-catching dashboards. You will have at hand the necessary inputs to continuously optimize your operations.



BENEFITS

Information at hand, in an agile and simple way

IsMyReports allows you to access specific information according to your requirements, at a simple click. This frees up the time associated with compiling and assembling reports, and promotes analysis and decision making.



Dynamic reports

IsMyReports offers graphs and pivot tables that allow you to identify the degree of effectiveness of calls made. Detailed information is provided, according to your interest: by agent, by destination or incoming number, according to a schedule, among other multiple options.



Periodic Reports

IsMyReports periodically releases dynamic reports and the graphs of your choice.





FEATURES



Customizable dashboards

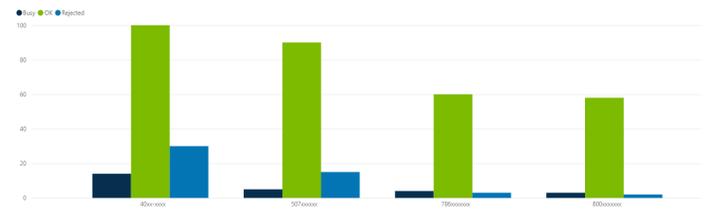
We can customize the dashboards based on your requirements. The possibilities are endless.

Here are some examples:

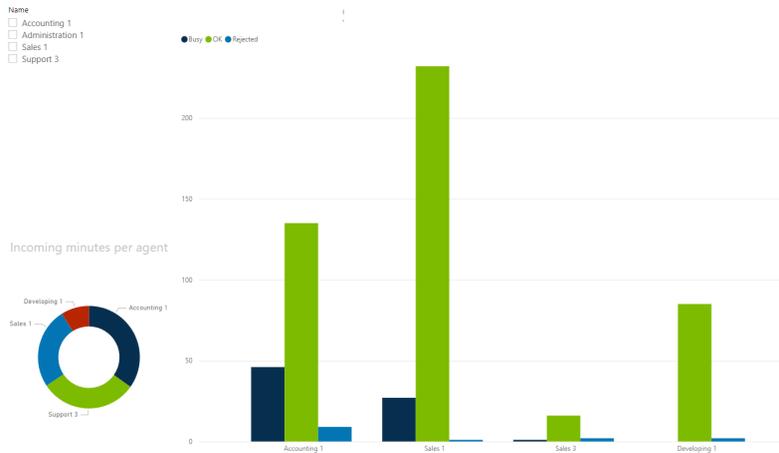
Seconds received per number



Status of incoming calls by number



Call Status per Agent





BUSINESS MODEL



Configuration fee

IsMyReports includes a group of pre-made reports that the client can use without limitation of queries for a configuration fee. If a customization is required, its charge is analyzed on a case by case basis.



Monthly fee

IsMyReports includes a set of standard reports that the client can use without limitation of queries. If a customization is required, its charge is analyzed on a case by case basis. The monthly fee includes support from our Customer Service Center.

CUSTOMER SERVICE CENTER

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