

# ISI UC Analytics & Call Reporting

Delivering business value across your financial institution.

## COMPLIANCE

**Complete historical call activity visibility and fast, flexible, and on-demand ad hoc search tools.**



**Examples include:**

- Audit trails of calls made and received to comply with industry regulations, ensure compliant data availability, and provide user-defined automatic destruction of aged data
  - + Sarbanes-Oxley
  - + FINRA
- Human Resources support
- Employee harrasment, phone abuse, or productivity concern investigation

## INFORMATION TECHNOLOGY IMPACTS

**Complete telecom infrastructure, call analysis, and business line reporting visibility.**



**Examples include:**

- Reducing net telecom expenses
  - + Right-size SIP and conventional trunk facilities
  - + Identify and eliminate telecom misuse and abuse
- Providing business line managers self-serve report generation access
- QoS reporting and troubleshooting
- Department or other third-party service chargebacks support
- Multi-platform, multi-location telecom environment support resulting from organizational realignments, mergers, and aquisitions

## CONTACT CENTER IMPACTS

**Complete caller experience service level visibility.**



**Examples include:**

- Cradle-to-grave agent or extension inbound call routing visibility
- Device-level call tracking and reporting, softphone adoption, and used/unused device management
- Cisco UCCX agent statistics, calls in progress, and queue metrics
- Cisco Hunt Group Native Call Queuing statistics
- Call volumes, answer/abandon rates, and ring-time information