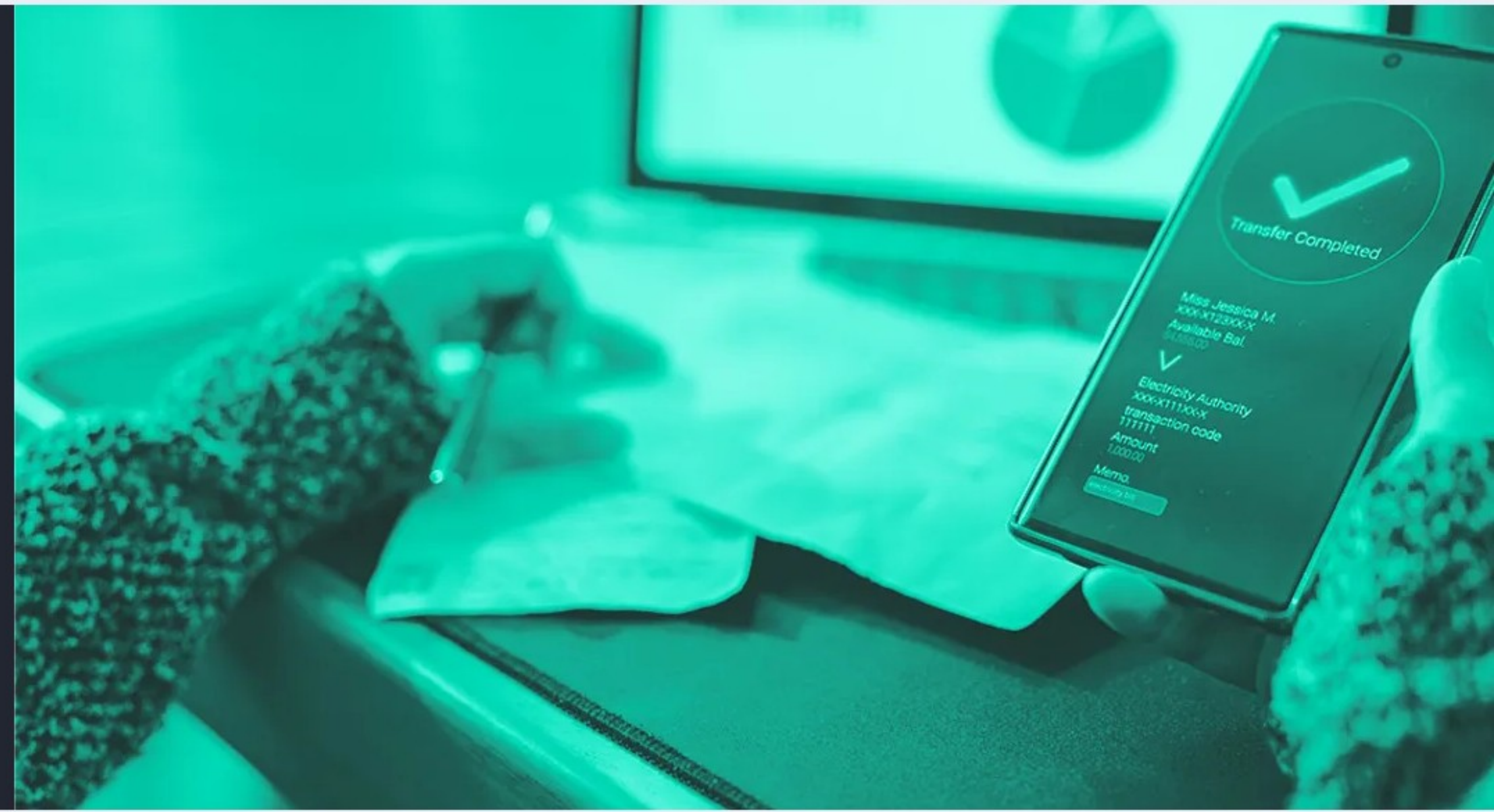




# The #1 CDR solution for financial services

**Gain complete visibility into calling activity for right-sized staffing, quality sales calls, and better customer resolution**



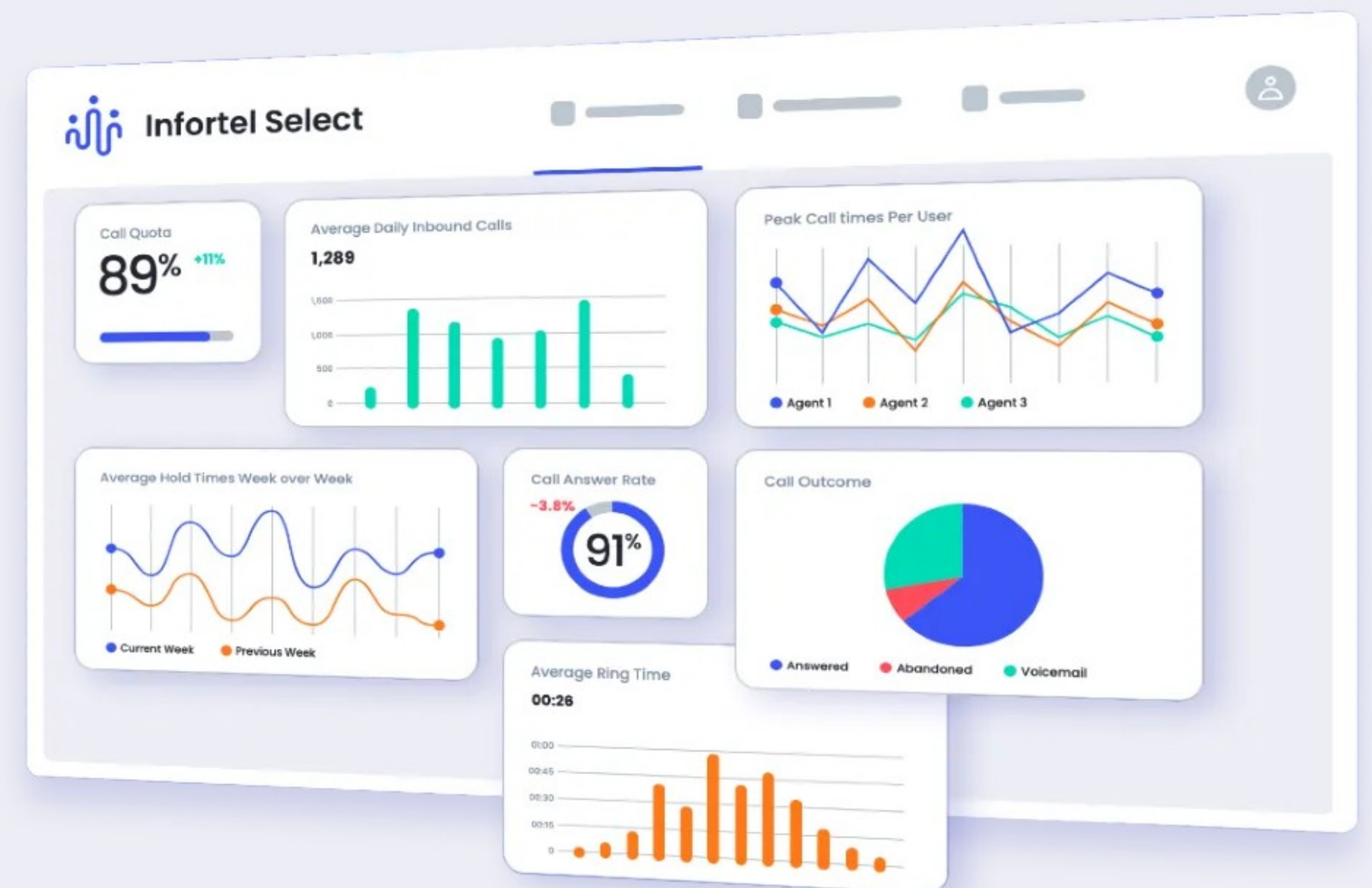
## Problem:

**Does your financial services organization have visibility into employee productivity when it comes to calling activity?**

**Can you easily spot those who need training?**

**Do you have easy access to call history to comply with Sarbanes-Oxley, FINRA, The Fair Debt Collection Practices Act, Do Not Call Registry, Dodd-Frank, PCI-DSS, and other regulations?**

UC and telecom platforms generate call detail that can reveal employee productivity but they do not give you the analytics to get to the root of the problem. There's a lot left hidden.



[Click to Learn More](#)

## Solution Overview:

Go deeper and get better results with Infortel Select's powerful CDR analytics and reporting. Reveal leaders and low performers within workgroups that make or receive calls. Monitor call volumes to ensure you are appropriately staffed. Use untapped call data to see complete call path, and **gain "call center" like metrics without the expense and complexity of a full-fledged contact center.**

## Key Infortel Select Benefits

- Customizable dashboards tailored to each department leader and their team's activity
- Call counts and durations for sales, customer service and help desk teams, including contact center-like reporting for Hunt Groups, Native Call Queuing, and Call Queues  
(Platform-specific feature)
- Analysis by hour of day for identification of peak traffic times and staffing needs
- Ring time and abandoned call visibility for improved caller experience  
(Platform-specific feature)
- Inbound, outbound, internal, and transferred calls visibility
- Easy access to call histories for compliance with regulatory requirements

- Complete cradle-to-grave caller experience level visibility from multiple call segments on a single report for easy investigation into call flow  
(Platform-specific feature)
- Monitor call volumes and answer rates to improve caller experience at branch locations
- Inbound caller-ID and integrated reverse number lookup for ad hoc search inquiries
- Ranking and exception reporting to flag leaders and laggards - see which agents within a hunt group or queue are actually answering calls
- Department-level reporting to provide managers with summary stats or call detail on their employees
- Organizationally based security for controlled visibility

**Connect with us for a demo today and see how to gain total visibility into your calling activity.**