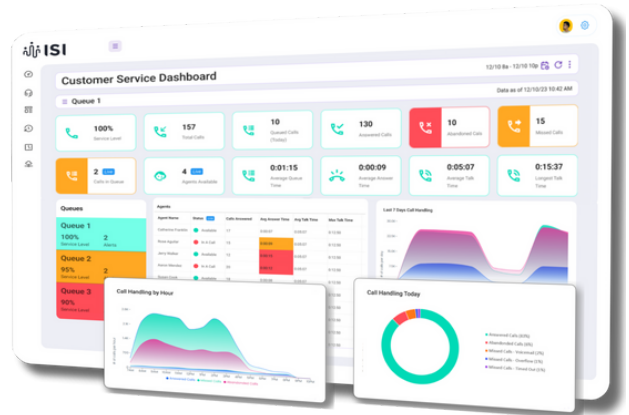


## Get Call Center–Like Metrics & Reporting ...without the Contact Center Expense or Complexity



### Delivering Value Organization–Wide

#### CIO | CFO | CTO

- Significant cost savings when using included queuing features bundled with ISI Queue Analytics vs. Contact Center applications
- Reduced complexity – easier to manage for Operations and Voice Teams
- Easily add additional queues and users as needed

#### Operations Team

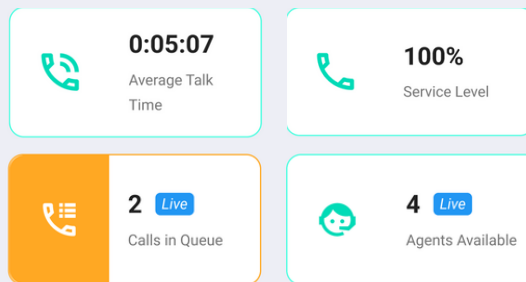
- Call Center–like analytics for data–driven decisions
- Implement and manage core Contact Center KPIs without heavy investment
- Actionable intelligence driven by customer calling experience metrics

#### IT | Voice Team

- Seamless integration with existing calling platform
- Simplify ad–hoc reporting and end–to–end caller journey analytics
- Easier to manage call center–like capabilities vs. Contact Center applications

ISI Queue Analytics for Microsoft Teams Phone, Webex Calling, and Cisco UCM is a low–cost alternative to expensive contact center infrastructure. Make data–driven decisions to satisfy fundamental business needs around real–time queue monitoring, agent performance metrics and customer journey analysis with ISI Queue Analytics: The Ultimate Queue Performance Tool.

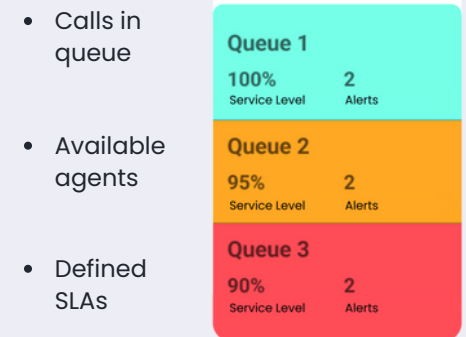
### Real–time Dashboard Views



- Supervise agent productivity and performance in real–time and make sure your teams are hitting their KPIs
- Color–coded threshold alerts allow you to identify and respond to problems quickly, flagging good, poor and critical conditions

### Live Queue Summary

- Real–time reporting visibility, including calls in queue; agent availability; call abandon rate; and more.
- See what’s happening now in each of your queues:



### Daily & Hourly Statistics

- Access critical call performance data refreshed in real–time. Total number of calls, calls handled, calls abandoned, call queue times, and service level – it’s all there. Drill down further to secure hour–of–day details for each call.



Find ISI in the Microsoft Azure Marketplace



Find ISI in the Webex AppHub



Find ISI in the Cisco Global Partner Ecosystem

## Customer Case Study

# Retail Chain Implements ISI Queue Analytics, Gains Impressive 3-Year ROI

**Challenge:** On-prem Avaya solution for 50+ location regional retail chain had high software licensing, hardware and outsourced IT support costs.

**Solution:** Migrate to Microsoft Teams Phone, implement ISI Queue Analytics to gain advanced analytics, ease of management, and potential for cost reductions.

**Results:**

- Over a 3 year period, the retail chain realized **34% total savings** – a total of **\$258,354**.
- ISI Queue Analytics enhance efficiency and improve analytic capabilities

**Future Prospects:**

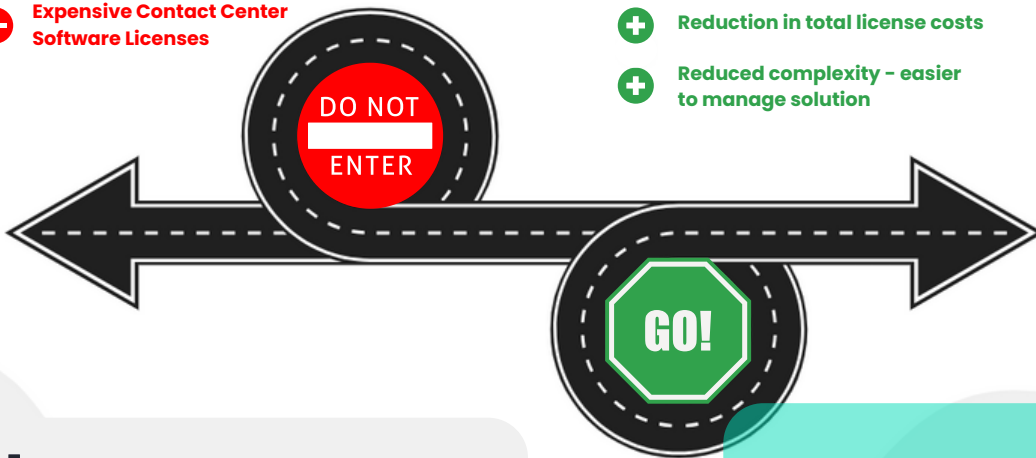
With the successful implementation of Microsoft Teams and ISI Queue Analytics, the chain is well-positioned for further optimization of its customer communication strategies.

### Contact Center

- Expensive Contact Center Software Licenses

### ISI QUEUE Analytics

- + Reduction in total license costs
- + Reduced complexity - easier to manage solution



## ISI QUEUE Analytics

Unparalleled insights into call queue performance, seamlessly integrating with Microsoft Teams Phone, Webex Calling, and Cisco UCM.

Visit [isianalytics.com](http://isianalytics.com) to learn more

Saved  
**\$250,000+**

The Ultimate  
Queue  
Performance Tool