
Microsoft Teams
Call Queues
+
ISI
ANALYTICS
A Better Way to Measure Call Queues Across a Higher-Ed Footprint
Multi-campus visibility. Secure access. Automated reporting.

The Challenge

After migrating from a legacy UC/PBX to Microsoft Teams Call Queues, a higher ed institution needed better insight into admissions call activity across 23 locations.

- No unified visibility into queues by campus
- Reporting was manual and inconsistent
- Limited insight into call volume and peak periods



What Was at Risk

- Admissions peak periods were difficult to manage without queue insight
- Staffing decisions lacked reliable, hourly data
- Missed calls risked lost enrollment opportunities

The Solution:
Queue Visibility

ISI Analytics for Microsoft Teams Call Queues

✅ 300 CDR licenses

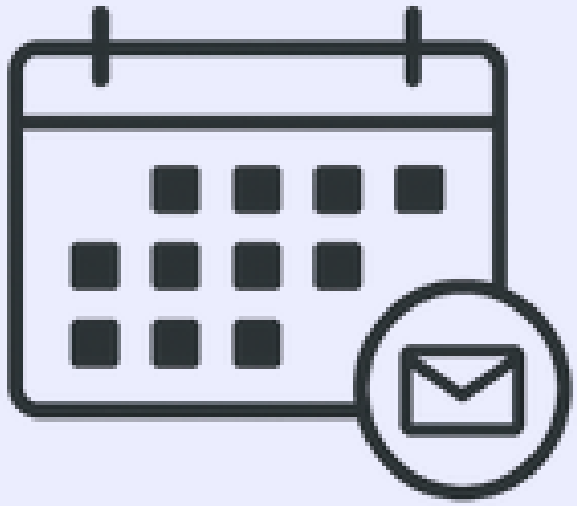
✅ 20 Queue Analytics licenses



The Solution:
Scheduled Reporting

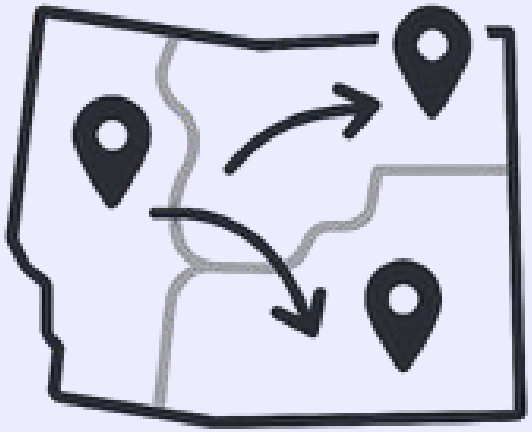
✅ Automated hourly and routine reports for department leaders

✅ Reduced manual reporting for admissions teams



The Solution:
Unified Multi-Location Analytics

✅ Unified visibility across all campuses



✅ **Location-specific dashboards for each admissions manager**

✅ Clear insight into call volume, missed calls, and peak periods

The Results

Visibility, Security, Scalability & Unified Analytics

- Improved operational visibility across all locations
- Scalable analytics architecture for growth
- Unified analytics platform for Microsoft Teams calling

The Results

Reporting time reduced by 70–90% via scheduled automation.



The Results

Missed-call rates reduced by 10–25% after visibility + staffing alignment.



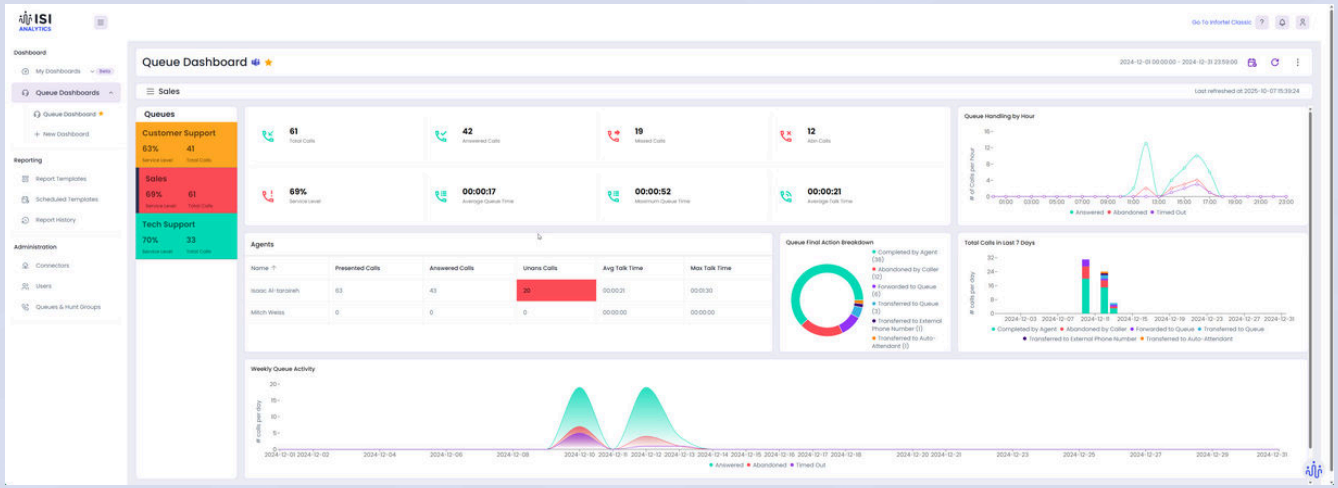
The Results

100+ hours/year projected savings for admins and department leads.



The Takeaway

Modern calling platforms like Microsoft Teams are only as strong as the analytics behind them.



Turn every interaction into intelligence with ISI Analytics.

Ready to unify multi-location Microsoft Teams queue analytics without added complexity?

Visit
ISIAnalytics.com
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