

Call Reporting - Insights 101

Welcome to Insights

The Insights Dashboard is now available to Call Reporting license holders. This landing page area of the Call Reporting application is a heads-up display of call activity, key business performance metrics, and useful analytics that are designed to show you the trends that can help you improve performance, drive engagement, and reward excellence - all in a useful *Home Page* you can check any time you like.

Insights Dashboard Overview

The Insights Dashboard displays information in several sections (highlighted below):

- 1. Filtering Tools** - The data shown/selected here defines the business/group data displayed below.
Note: Only the sites within your permission scope / reporting license level can be reviewed.
- 2. Serve More Customers Section** - This area offers a heads-up weekly trend analysis display of data that will make decisions around your workforce management easier.
- 3. Smart Inbound Call Data** - This section of Insights shows data related to external inbound calls over the past 30 days for a quick performance overview.
- 4. Highest Inbound Analytics** - This section offers information about the DID that called your business the most and which line received the most answered calls over the past 30 days.

The screenshot shows the Momentum Insights Dashboard interface. At the top, there is a navigation bar with the Momentum Telecom logo and a 'SIGN OUT' button. Below the navigation bar, the main header displays 'Insights' and the date 'Thursday, 29 June 2023'. A 'Business Filter' section (callout 1) shows 'Momentum Telecom Wholes...' and 'Momentum Enterprise -2001...' with a 'Period: Last 30 days' dropdown. The main content area is divided into several sections:

- 2. Personalized Insights:** A section titled 'Hello Carin Smith' with a 'Feedback' button. It includes a calendar icon and text: 'Tuesday is generally your busiest day of the week', 'Expect most of your calls around 10:30-11:00', 'Compared to last week, your average answer time has gone down by 1 Second', and 'You missed fewer calls than last week'.
- 3. Key Performance Indicators (KPIs):** A row of five colored boxes: '11151 Calls Received' (green), '1722 Missed Calls' (red), '6s Average Answer' (blue), '22s Avg Abandoned' (purple), and '45m 17s Longest Wait' (yellow).
- 4. Highest Inbound Analytics:** Two large colored boxes: 'Most Called Inbound Number' (2059784400) in light blue and 'Most Calls Answered By' (2059496103 Corporate Master AA) in light orange.
- Did you know?:** A section with a 'Did you know?' title and a 'Feedback' button. It includes a 'Real Time (Now)' menu with options: 'Today', 'Yesterday', 'This Week', 'Last Week', 'This Month', 'Last Month', and 'Custom Time Range...'. A tip explains: 'You can quickly change the date/time period of your report? In the top-right corner of the Reporting panel, click on the clock icon. A menu will pop up with a selection of date ranges. Once a new date range has been selected, your report will update instantly.'

The footer of the dashboard displays the URL 'www.momentumtelecom.com'.

Click the **Information** icon to learn more about the analytics you're seeing in each Insights section.

The **Did you know?** section offers tips for working in the Call Reporting application.