

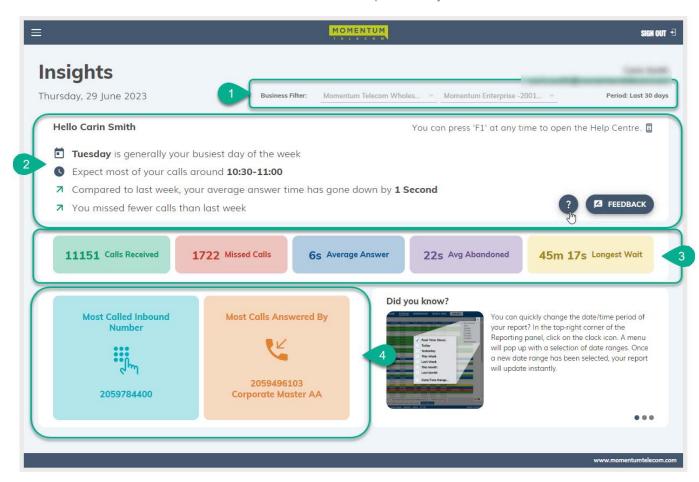
Welcome to Insights

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.





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.