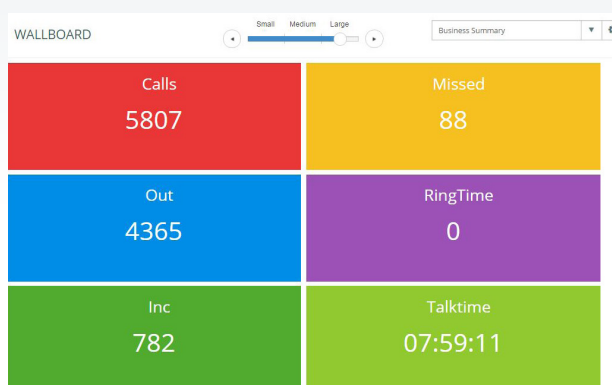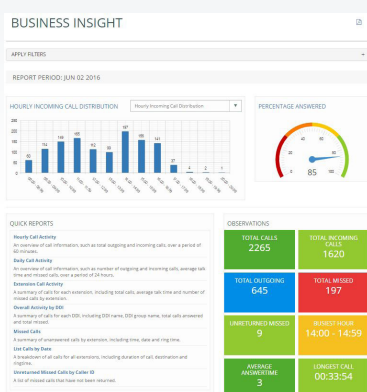# ics insight

intuitive call analytics for business

iCS Insight is a business productivity tool delivering powerful call data visualisation via a pre-defined dashboard and wallboard.

Call data visualisation

- **Accessible from any internet-facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.

- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.

- **Monitor performance:** View call activity by DDI / extension / user.

- **Save reports as PDF**

- **Quick access via any client device:** Quick access to KPI reports.

- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.

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WALLBOARD   Small Medium Large   Business Summary

Calls	Inc	RingTime
40	19	3
Out	Missed	Talktime
21	7	00:48:18

iCS Insight provides powerful data visualisation via an intuitive dashboard and essential wallboard.

At-a-glance dashboard

The iCS Insight at-a-glance dashboard displays graphs and tabular data within a specified date range in the past 12 months.

The iCS Insight dashboard presents a summary of call metrics including:

- Hourly incoming / outgoing call distribution
- Percentage Calls Answered (PCA)
- Important observations, including total calls, busiest hour, average answertime, longest call, total missed and unreturned missed calls
- Call summary by DDI
- Call summary by user / extension

The data can be refined by date and time using filters.

The following business reports are quickly accessible and can be exported as PDF:

- Hourly call activity
- Daily call activity
- Extension call activity
- Overall activity by DDI
- Missed calls
- List calls by date
- Unreturned missed calls by Caller ID
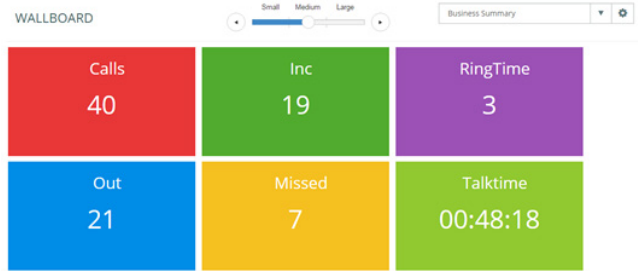
Visual wallboard

iCS Insight provides 3 pre-defined wallboards, designed to display essential analytics on a large screen or desktop:

- **DDI summary** displays the total calls, missed calls, ringtime and talktime for each DDI
- **Extension summary** displays the total calls, missed calls and talktime for each extension
- **Business summary** displays total calls, missed calls, average ringtime and total talktime for the business

Tiles can be resized and configured to show custom-filtered data, for example on particular users or DDIs.