



iCall Suite for iPECS-CM Features Overview

| Features | iCS Insight | iCS Report |
|--|-------------|------------|
| Accessible via web browser across mobile device | ● | ● |
| Export reports in PDF and CSV formats | PDF only | ● |
| Configurable dashboards | Pre-defined | ● |
| Report filters | | ● |
| Wallboard with customisable tiles | Pre-defined | ● |
| Historical call analytics | 12 months | ● |
| Detailed call reporting; call activity by subscriber, by area and by duration | ● | ● |
| Reports by DDI | ● | ● |
| Call traffic reports by hour/ half hour | ● | ● |
| Customer reports (by Caller ID) | ● | ● |
| Unreturned missed call reports | ● | ● |
| Incoming call analytics (measuring call volumes, targets, unanswered calls) | ● | ● |
| Incoming calls Percentage Calls Answered (PCA) | ● | ● |
| Incoming calls Grade of Service (GoS) | ● | ● |
| Call costing reports | | ● |
| Multi-level reporting by site, division, department, cost centre | | ● |
| Restrict Supervisor access by role (Site, division, department, cost centre) | | ● |
| High level Executive Summary Report (Multiple reports consolidated into one single report) | | ● |
| Email and schedule reports (PDF / CSV / HTML) | | ● |
| Call ringtime, duration and missed calls by DDI / hunt group | ● | ● |
| My Console | | |
| My console user access to own call analytics | | ● |
| Personal wallboard | | ● |
| Personal call history | | ● |
| Configuration Options | | |
| Customer directory import to filter reports by customer / company name | | ● |
| Extension and DDI import / export | | ● |
| Definable target response time for Percentage Call Answered (PCA) metric (default 15 seconds if not defined) | | ● |
| Call tariff and dialling code import / export / edit | | ● |