PRODUCT SHEET

VTSL
Hosted Communications

ANALYTICS

Clear insights that lead to increased efficiencies, better management and transparancy across teams

How is your sales team doing? How well are your customer service reps dealing with queries? There are many different places you could look to answer these questions, but one of the easiest and most powerful is your telephony data. If you want to know *why* certain members of your sales team are out performing others, or why certain sales reps are regularly getting fantastic feedback and others aren't, look at their call stats. There will be an insight there, and it is usually very quick and easy to see.

✓ Get the full picture

If you want to understand the story behind your organisation's KPIs, look at the calling behaviour of the team or individual.

✓ Review staff more accurately

Provide better development of staff with more accurate information. Show them the data using Analytics' easy-to-read graphs and charts.

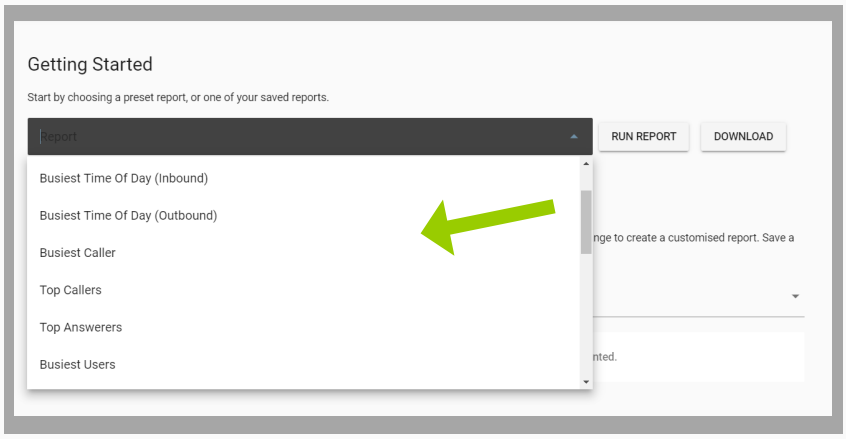
✓ Motivate your teams

Post customer service and sales team call statistics on a 'Leaderboard' in your office to incentivise some healthy competition.

✓ A perfect record

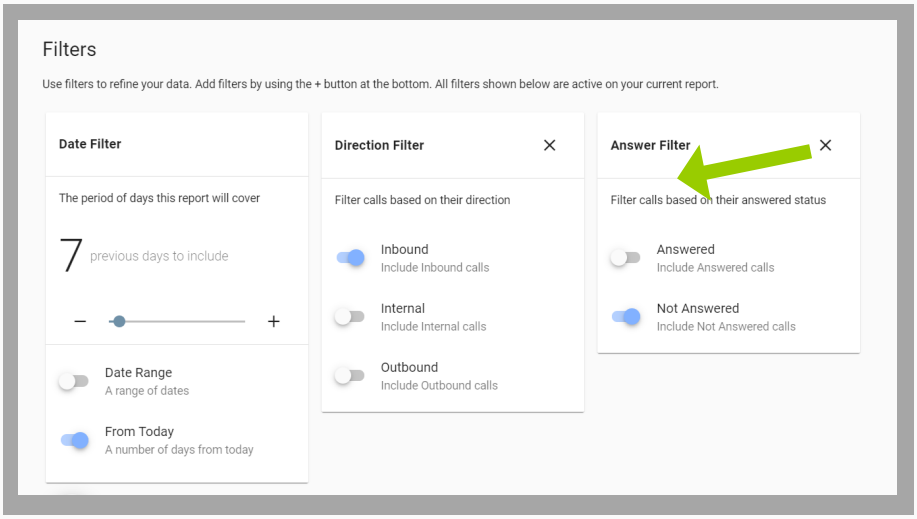
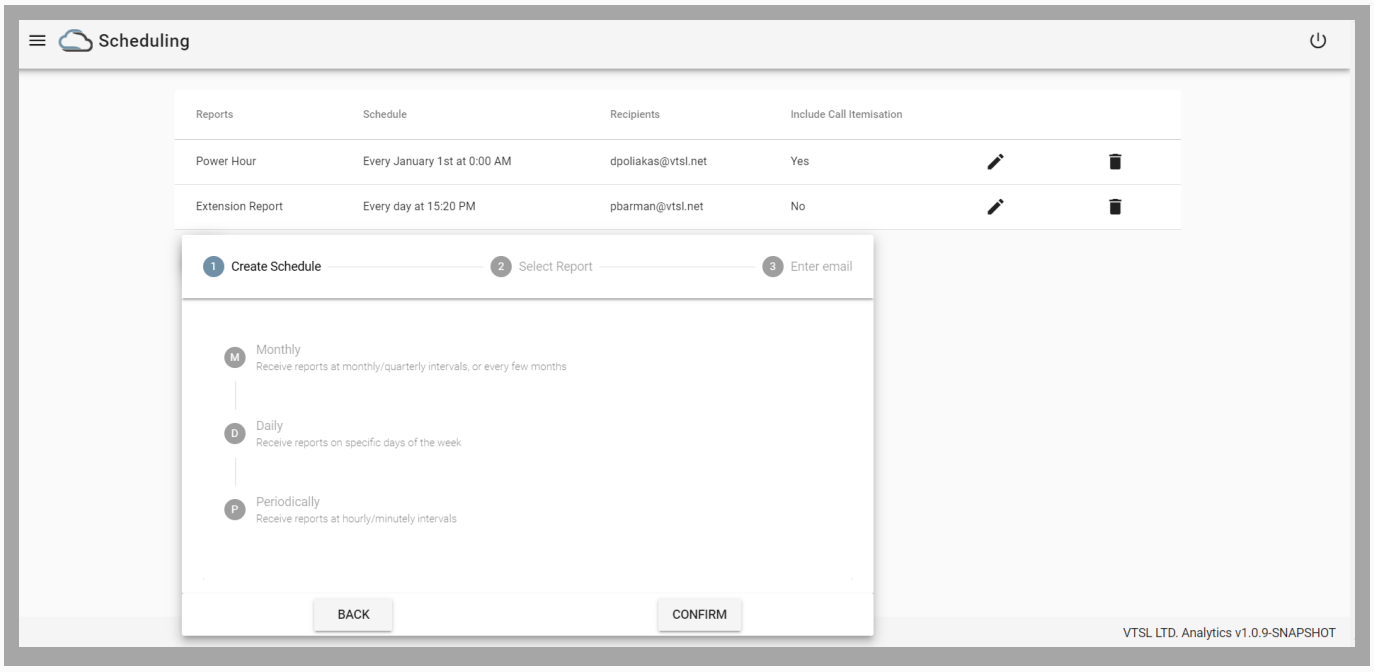
Whether you want to see whether a team member did indeed call the customer back, or a full activity report across the company, Analytics will give you a perfect record.

POWERFUL REPORTS AT YOUR FINGERTIPS



Use the preset reports as a starting point, or create your own report from scratch and save it to use again in the future.

Easily change the filters on any report to refine your data. Add and remove filters as needed.



Schedule reports to be emailed to you at intervals of your choosing. Easily edit or remove those scheduled.