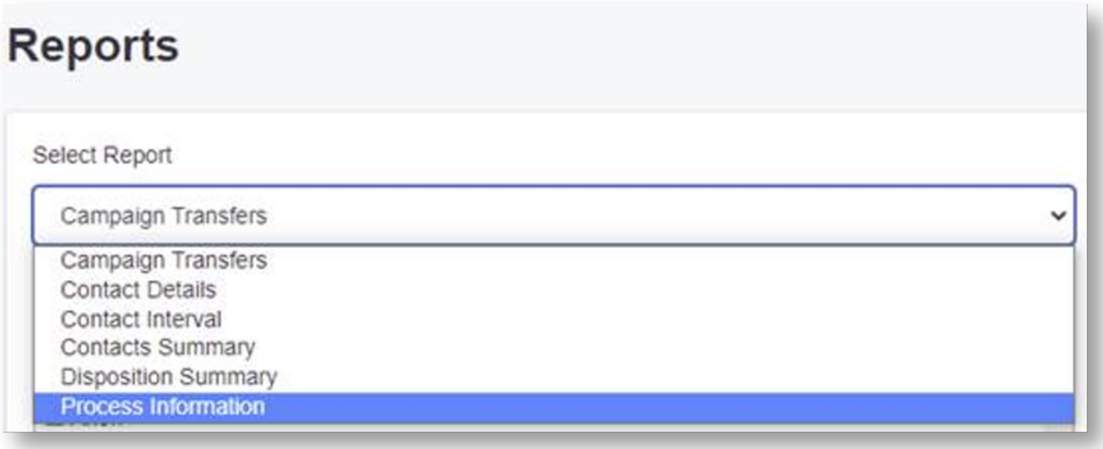
REPORTING

Quality client support starts with transparency !

NICE BASED REPORTING

There are over 80 prebuilt reports we utilize internally to manage agents and can provide data back to our clients through automated or custom reports. This includes breakdowns by communication channel, contact type and the entire lifecycle of a contact from point of routing to post contact documentation.



Contact metrics can be pulled through NICE CXone and Frontline Connect on demand in an excel format or reported on in a custom view.

CUSTOM REPORTING

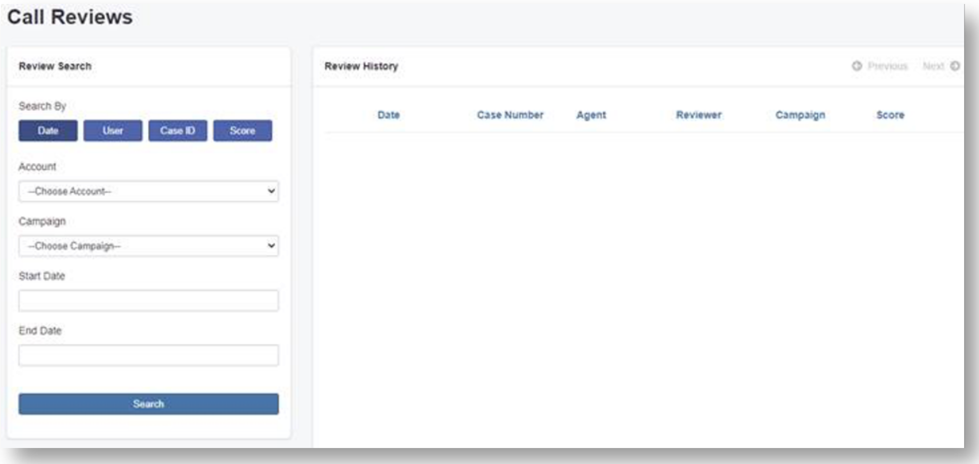
Based on clients need

AGENT UTILIZATION & PRODUCTIVITY REPORTING

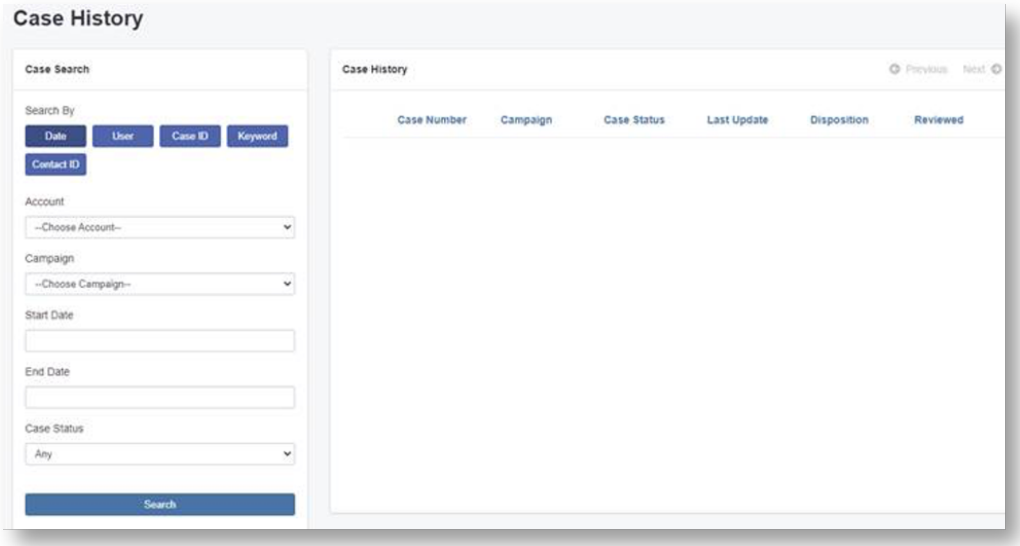
Key for management of dedicated agents

FRONTLINE CONNECT BASED REPORTING

Call Reviews- Listen to recorded calls and QA reporting. After call surveys are supports



Case History- What the Agent did while handling the contact and the information captured.



FRONTLINE
CALL CENTER