

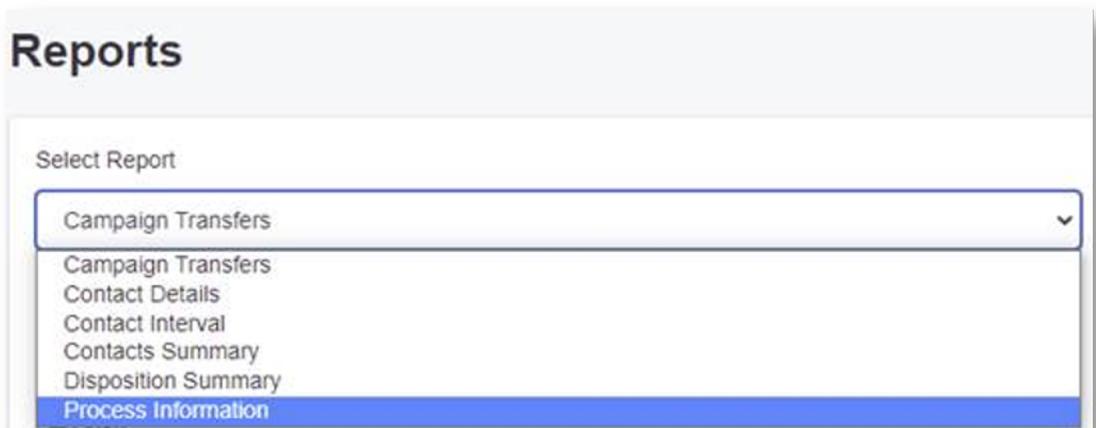
REPORTING

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

The screenshot shows the 'Call Reviews' interface. On the left is a 'Review Search' panel with the following fields: 'Search By' (with buttons for Date, User, Case ID, and Score), 'Account' (dropdown menu), 'Campaign' (dropdown menu), 'Start Date' (text input), and 'End Date' (text input). A 'Search' button is at the bottom. On the right is a 'Review History' table with columns: Date, Case Number, Agent, Reviewer, Campaign, and Score. The table is currently empty.

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

The screenshot shows the 'Case History' interface. On the left is a 'Case Search' panel with the following fields: 'Search By' (with buttons for Date, User, Case ID, Keyword, and Contact ID), 'Account' (dropdown menu), 'Campaign' (dropdown menu), 'Start Date' (text input), 'End Date' (text input), and 'Case Status' (dropdown menu). A 'Search' button is at the bottom. On the right is a 'Case History' table with columns: Case Number, Campaign, Case Status, Last Update, Disposition, and Reviewed. The table is currently empty.