



BUSINESS INTELLIGENCE

Unlike ever before, with TeligentIP, you have access to business intelligence about how your organization works, when it is most efficient, even who is the most efficient.

Some of the Business Intelligence reports you can run include:

☑ Daily Cost Analysis

Business Intelligence provides reports which detail how many phone calls are received on a daily, monthly and yearly basis. When translated and shown in an easy to read graph, this data shows phone line, staffing and system needs. For example, a seasonal catalog business predicts, on a daily basis, how many phone lines and employees they will require based on historical phone data collected by Business Intelligence.

☑ Review Client Billable Time

For those industries that bill on a time basis (such as a Lawyer or an IT Consultant), Business Intelligence provides easy to read reports which details how much to charge each client for their phone call time.

☑ Regional Call Statistics

Where your phone calls originate can tell you a lot about what your next business move should be. For example, if your business takes phone orders, you can analyze your Business Intelligence Reports to determine which region requires stronger advertising simply because the volume of calls from that region is low.

☑ Multiple Office, Multi-site Management

Franchisors, Executives and Managers who supervise multiple locations each with their own phone systems can receive all of the call data in one report which can be viewed from a web browser.

☑ Employee Monitoring

By utilizing Business Intelligence's Graphs and Reports, managers can monitor each employee's phone usage including the amount of time per day the employee spends on the phone, the numbers dialed and received, and average time the employee places calls on hold.

☑ General Reports

Available reports include "Call Detail by Extension," "Hourly Call Totals," Frequent Phone Numbers Dialed," and many more.

☑ Searches

Look up by caller ID, extension or account code using our search engine.

☑ Custom Reports

What type of Business Intelligence do you want?

☑ Saved / Bookmarked Reports

With our quick one-click bookmarking, you can save and recall reports with very little effort.

☑ Call Logs

Do you need to see call history? Call logs enable you to look at historical raw data.

☑ Archiving

Do you need to archive your call data? This feature allows data archiving for up to 5 years.

☑ Reverse Directory

Don't recognize a telephone number? Click the number and see where the call is coming from (provided by WhitePages.com).

☑ Unlimited Global Access

Reports and call data are available via the Internet anytime, anywhere.

☑ Real Time Reporting

When you complete a call, you can review details almost instantly. No more waiting for downloaded information.

