# flr telecoms

## iCS report **premier** delivers enhanced level call analytics and management tools via live dashboards, extensive reports and configurable wallboards.

### Manage customer-facing teams with SLAs and commitment targets in *real-time*

- Monitor hunt groups, call queues and incoming calls on users
- Review past performance and use 'what if' calculations to forward optimise staff resourcing
- Display performance call queue parameters on group wallboards in real-time
- View the live status of call handlers and monitor analytics by call handler
- Call recording options available

Maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.

## icall suite
### complete call management solutions

- ✓ Feature-rich solution
- ✓ Multi-tenant architecture
- ✓ Pay As You Use
- ✓ Dashboard with customisable widgets
- ✓ Wallboard alarms
- ✓ Access wherever you are on any device
- ✓ No on-site server required

Powered by:

**T:LLRING**
take control

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### Contact Centre Summary

| Total Calls | Total Out |
|---|---|
| 1598 | 293 |
| **Total Answered** | **Total Missed** |
| 852 | 116 |
| **Calls Waiting** | **Longest Waiting Time(sec)** |
| 1 | 3563 |

### Live Calls

| Direction | Extension | DDI/Group | CLI | Call Status | Time in current Status |
|---|---|---|---|---|---|
| Incoming | Daniel | 464024 | 5553458345 | Ringing | 5610243 |
| Incoming | Gregg | 464024 | 5553458345 | On Call | 5610343 |
| Incoming | Amanda | 464024 | 5553458345 | On Call | 5610243 |
| Incoming | Sian | 464024 | 5553458345 | Ringing | 5610243 |
| Outgoing | Sue | | 5553458345 | Ringing | 5610243 |

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# iCS report **premier** is an intuitive mobile-ready application delivering powerful call analytics via live dashboards and wallboards.

## Real-time reporting

Run reports on live calls waiting and call handling statistics by hunt group and DDI.

Pre-configured reports include:
- Availability and punctuality
- Total time available for all extensions within the business
- Time on DND (Do Not Disturb)

## Hunt group wallboard

The hunt group wallboard allows performance call queue parameters to be monitored continually in real-time.

This live tile can be displayed on a desktop for any group and is an essential tool for any business handling inbound calls.

## Availability view and analytics

Supervisors are able to see the status of call handlers (available / unavailable or on DND). This provides a clear view of how many staff are available to take calls at any given time.

Live analytics provide information by call handler:
- Number and duration of inbound / outbound calls
- Available time and time on DND

## Live calls

Display the current calls in progress within the business.

View the direction of current calls (outgoing or incoming), extension name, DDI, current call status (ringing or on call) and time in current status.

## Staff resourcing

Review past performance and use "what if" calculations to forward plan the number of staff and times of day you want them to work.

You can model and predict using different staffing levels or different volumes of calls, to ensure you are working with the optimum number of people. You can also change parameters such as wrap-up time to achieve SLAs.