\Orchestrating a brighter world

NEC

InREPORTS

NEC'S BUILT-IN
24 HOUR CALL ANALYSIS

NEC InAPP
BUILT-IN SOLUTION

NEC'S INREPORTS IS AN ALWAYS-ON, EMBEDDED APPLICATION, PROVIDING DASHBOARD REPORTS OF YOUR ENTIRE COMPANIES' CALL EFFICIENCY.

This low cost, easy to use solution monitors your system all day, every day. This provides real-time statistics enabling greater productivity, lower costs & enhanced customer service.

Call Lists, Reports, Graphical Data and Wallboards can be viewed in a Web Browser and are available 24/7. Up to 90.000 call records per year can be stored internally on your system without the need for extra hardware. Reports are pre-defined or easily customised and can be analysed via a department, user or call type. Reports can be displayed as graphs and also exported as csv files.

InREPORTS
USER & BUSINESS BENEFITS

> **Monitor** your entire companies communications

> **Measure** and manage your productivity & efficiency by department, individual, etc

> **Manage** customer service levels e.g reducing call abandonment rates, matching staffing levels

> **Increase** transparency of call activity helps create a positive deterent of business call abuse

> **Motivate** teams with real-time wallboard call statistics
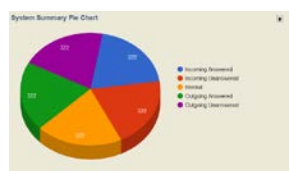
InREPORTS
AT A GLANCE

> 24/7 call analysis
> Data presented graphically
> Multiple users viewing the same data

As one of NEC's InApps solutions, features include:

> Built-in/embedded application
> Browser-based & available 24/7
> Extremely cost-effective
> No extra PC / Server required – data is stored on the CPU
> Save on hardware costs & IT maintenance

www.nec-enterprise.com

SPECIFICATION

InReports provides pre-defined reports of all your call activities plus a large number of easily customised views, reports and graphs. View summaries or drill down for specific vital call information.

Call Types

Pre-defined call types including: All Calls, Incoming, Incoming Unanswered (Abandoned), Outgoing, Internal, Barred
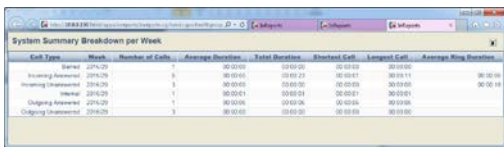
Call Details

Trunk number, Extension Number/Name, CLI Number/Name, DDI Number/Name, Call/Ring duration, Account codes, Time & date, Transfer information

Call Lists

> Time defined reporting; date/time range
> Show specific call types
> Group by DDI, Extension, Trunk
> Sort by any of the Call details
> Save Call lists templates

Reports

> Pre-defined reports – These can be broken down into weekly, daily or hourly reports & even device type
> Standard reports – System, Extension, Trunk
> Summary reports – System, Extension, Trunk
> Export reports to CSV file
> Call Costing: Displays costs associated with outbound calls – enables managers to monitor staff costs

Charts

Graphical representation includes:
> Pie Charts – Call Types
> Bar charts – Summary / Per Hour

Configurable User accounts

Define the access to InReports features:
> Configuration settings
> Reports
> Real Time Screens
> Call Lists

Wallboards

Real-time statistics displayed in large tiles for trunks, DDIs & extensions:
> Total Answered
> Average Answer time
> Total Unanswered
> Average ring duration
> Outgoing
> Average Outgoing duration

Call Data Storage

> SV9100: 3MB – up to 90,000 calls per year
> SL2100: 0.5MB – up to 15,000 calls per year
> Calls are automatically deleted after a period of up to 1 year - eliminates storage issues & IT 'housekeeping'
> Anonymise Call Records: Telephone numbers can be removed from call records - ideal for GDPR compliance

System Requirements NEC Systems

> SV9100: System software V5.00 or higher
> **NEW!** InReports now works independently without an internet connection

Supported Browsers

> Chrome, Firefox, Internet Explorer 11, Edge