InREPORTS

NEC'S BUILT-IN
24 HOUR CALL ANALYSIS

NEC'S INREPORTS IS AN ALWAYS-ON, EMBEDDED APPLICATION, PROVIDING DASHBOARD REPORTS OF YOUR ENTIRE COMPANY'S 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 and enhanced customer service.
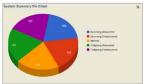
Call Lists, Reports, Graphical Data and Wallboards can be viewed in a Web Browser and are available 24/7. Up to 90,000 call records per year can be stored internally on your system without the need for extra hardware. Reports are pre-defined or easily customised and can be analysed via a department, user or call type. Reports can be displayed as graphs and also exported as csv files.

USER AND BUSINESS BENEFITS

- Monitor your entire companies communications
- Measure and manage your productivity and 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

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 and available 24/7
- Extremely cost-effective
- No extra PC/Server required – data is stored on the CPU
- Save on hardware costs and IT maintenance

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

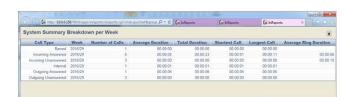Pre-defined call types including: All Calls, Incoming, Incoming Unanswered (Abandoned), Outgoing, Internal, Barred

Call Details

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

Call Lists

- Time defined reporting; date/time range
- Show specific call types
- Group by DID, 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 and even device type
- Standard reports – System, Extension, Trunk
- Summary reports – System, Extension, Trunk
- Export reports to CSV file

Charts

- Uses Google API – Graphical representation
- 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, DIDs and 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 1 year - eliminates storage issues and IT 'housekeeping'

SYSTEM REQUIREMENTS

NEC Systems

- SV9100: System software R9 or higher
- SL2100: System software R2 or higher
- Access to the Google API via the internet, required to perform the reporting function

Supported Browsers

- Chrome, Firefox, Internet Explorer 11, Edge

For more information:

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