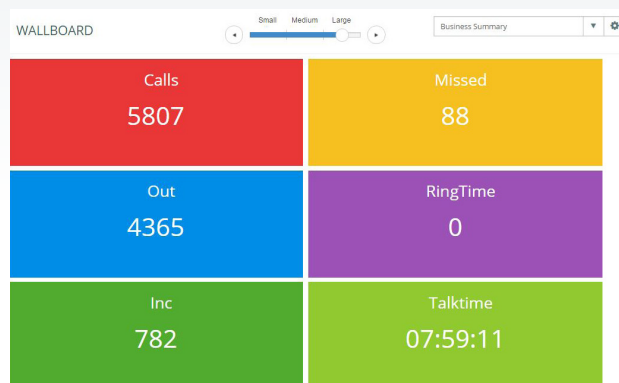
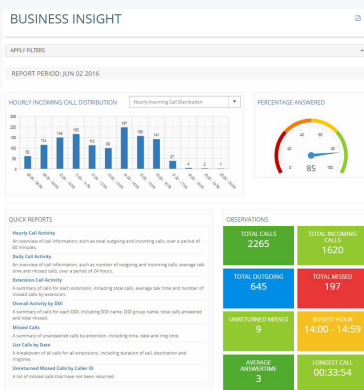




CMC Insight is a business productivity tool delivering powerful call data visualisation via a pre-defined dashboard and wallboard.

Call Data Visualisation

- **Accessible from any internet-facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.
- **Monitor performance:** View call activity by DDI / extension / user.
- **Save reports as PDF**
- **Quick access via any client device:** Quick access to KPI reports.
- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.





CMC Insight provides powerful data visualisation via an intuitive dashboard and essential wallboard.

At-a-glance dashboard

The CMC Insight at-a-glance dashboard displays graphs and tabular data within a specified date range in the past 12 months.

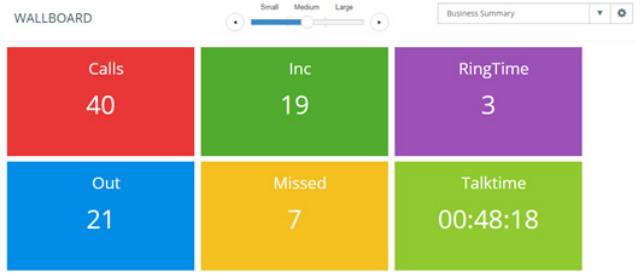
The CMC Insight dashboard presents a summary of call metrics including:

- Hourly incoming / outgoing call distribution
- Percentage Calls Answered (PCA)
- Important observations, including total calls, busiest hour, average answer time, longest call, total missed and unreturned missed calls
- Call summary by DDI
- Call summary by user / extension

The data can be refined by date and time using filters.

The following business reports are quickly accessible and can be exported as PDF:

- Hourly call activity
- Daily call activity
- Extension call activity
- Overall activity by DDI
- Missed calls
- List calls by date
- Unreturned missed calls by Caller ID



Visual wallboard

CMC Insight provides 3 pre-defined wallboards, designed to display essential analytics on a large screen or desktop:

- **DDI summary** displays the total calls, missed calls, ringtime and talktime for each DDI
- **Extension summary** displays the total calls, missed calls and talktime for each extension
- **Business summary** displays total calls, missed calls, average ringtime and total talktime for the business

Tiles can be resized and configured to show custom-filtered data, for example on particular users or DDIs.

