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CONNECT

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 MaxcontactAustralia



MaxContact



REPORTING & ANALYTICS

ABOUT

MaxContact has been built from the ground up, with the latest technologies, to be truly hosted. Deliver your contact centre anywhere in the world and partner with a hosted specialist. Whether you require multi-site operations, home workers or simply the comfort of resilience, you can rely on our expertise in the field.

INTELLIGENT REPORTING

Accurate and relevant management information, constantly available at your fingertips, allows you to make proactive decisions, rather than reacting to problems.

BUSINESS ANALYTICS

When yesterday's data is not good enough, you need the tools to react to trends faster. With a focus on real-time information, you can react to changes in your business as they happen.



**AT MAXCONTACT WE
PRIDE OURSELVES ON
OUR PRODUCT, SERVICE
AND THE SUPPORT WE
OFFER TO OUR CLIENTS.
THIS IS WHY WE
CHANGE OUT MORE
SOLUTIONS THAN
ANYONE ELSE.**



INTELLIGENT REPORTING

COMPLEX DATA, EASY REPORTING

Our reporting suite has been designed by people who have worked in the call centre industry and acquired considerable end user experience. This helped us to create a unique reporting tool that will meet your every need. Our suite gives you access to unique information and statistics that you won't see from other systems, and with conditional formatting, we can guide users to areas requiring further attention and save them from getting lost in the data.

We have the features you require to meet you and your clients' business demands. If you need a client specific report sent out at 9pm every day, we can help you meet that demand, and any others, each and every time.



SCHEDULE REPORTS

Ensure everyone gets the reports they need hourly, daily, weekly or monthly with our advanced reports scheduler.



CUSTOM REPORTS

Build your own custom reports with our open architecture and dedicated reporting servers.



DATA FOREVER

We never delete your data, so you will be able to report on it forever. This allows for the creation and analysis of big data trends.

WE PROVIDE ANSWERS, NOT JUST INFORMATION

Our reports have always been, and will continue to be built, based on years of system reviews and feedback from clients. We don't just focus on sales performance; some of our other areas of expertise include:



TREND ANALYSIS

Looks at metrics over long periods of time to find trends throughout the whole business.



DATA ANALYSIS

Includes return on investment per data set and supplier to analyse data performance.



PRODUCTIVITY

Our reports include status targeting, break and attendance levels and much more.

THE DATA IS IN THE DETAILS

We make sense of data and present it in easy to understand formats that will help you in turning data into knowledge. By providing answers, not just information, we can empower your business to focus on driving performance.



SEE WHATS HAPPENING

With deep dive reporting, you don't have to guess what is happening in your business, you can prove it.



MAKE TEAMWORK

Compare team stats like for like to create a competitive yet informative environment.



TARGETING

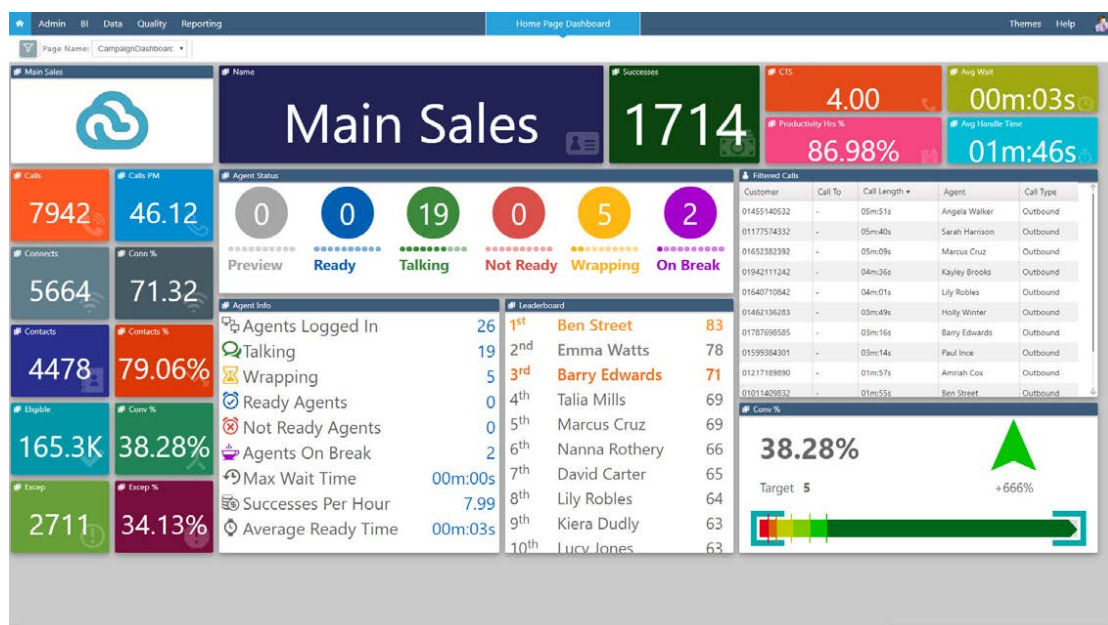
With conditionally formatted reports, you can quickly and easily highlight any areas of issue.



“MaxContact custom dashboards have allowed us to focus on data at every level of the business.”



MaxContact wallboards and dashboards can help you to spot any issues in your business immediately. Our experience has allowed us to develop the most user-friendly and insightful dashboard on the market today.



INTUITIVE DRAG-AND-DROP CUSTOMISATION

MaxContact dashboards allow you to present the most important call centre metrics in one place. You can automatically gather and transform complex data into simple information that your teams can use to improve performance.



Build dashboards for every level of the business, from team leaders and call centre managers to business owners or third party clients. With unlimited dashboard publishing, you can be certain every campaign is focusing on the targets that matter.

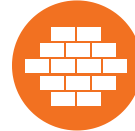


KEY FEATURES



ACCESS ANYWHERE

Access your information from anywhere in the world with our responsive design.



WALLBOARDS

Target driven wallboards create a productive environment within your contact centre.



DASHBOARDS

Produce as many custom dashboards as you want; for you, your staff and even your clients.



PERMISSIONS

Configurable dashboards let you control what information users have access to.



UNIQUE STATISTICS

Our unique call centre focused statistics quickly unearth new metrics not available anywhere else within the Industry.



TARGETING

The system analyses key metrics to help you target areas for improvement, examples being calls to sales or attempts to sales.

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