

ATOM

Analytics



01 | Measured for success

Contineo's ATOM Analytics portal brings Big Data technology to you, offering feature-rich business intelligence and analytics services.

"What gets measured gets done!"

If cost control, staff productivity and customer service delivery are important areas for you to manage and measure performance, ATOM is the tool to provide you with the key insights to actively improve your results.

02 | Trust in your data

The challenges

- Collecting telephony information for all outbound and inbound calls has traditionally been a challenge
- Ensuring that reports are accurate when new users join the company or old users leave has, in the past, put an administrative burden on busy staff
- This problem is magnified in cases where organisations are spread across multiple locations with multiple PBX vendors, making the effort required to ensure accurate reports a costly exercise

The solution

- Tight integration into the Contineo-hosted telephony platform ensures that administration of the analytics system is seamless
- Extensions and services are dynamically reflected in the ATOM system ensuring up-to-date and accurate reporting and eliminating the need for dual provisioning
- Calls are all processed at source thus providing up-to-date and accurate call detail information for all users on the system irrespective of where they are based

03 | All the information you need, when you need it

ATOM, through an easily accessible self-service online web portal, provides a range of handy reports to meet the needs of different users. These include:



Itemised reports with full detail



Filters per department and per user



Graphical dashboard giving an overview of your telephony environment



Summary reports for inbound and outbound calls



Authentication code reports, where reporting by PIN code is required

04 | The full power of the ATOM

✓ THE ANALYTICS DASHBOARD

Provides a snapshot of key metrics relating to a customer's hosted telephony environment.

✓ EXECUTIVE SUMMARY

Intuitive online graphs and tables provide managers with an executive summary of system activity.

✓ REPORTS

To save time, reports can be scheduled at daily, weekly and monthly intervals to multiple recipients, and, data can be provided in Excel or PDF formats depending on the needs of the recipient.

✓ PERMISSIONS

Permissions can be set to allow only authorised users to access certain information at customer, department and user level.

To further enhance your cloud communications, Contineo offers these great complementary services:

✓ CALL RECORDING

Ensure that your business is compliant with regulatory requirements and manage your customer experience with agent review and quality control capabilities.

✓ CALL CENTRE

Seamlessly add cloud-based call centre capability to your hosted extensions, providing your agents with advanced contact centre features and reporting.

✓ CRM CONNECTOR

Use our CTI connector to integrate popular CRM solutions.