

iceReporting

Guide strategic decision-making in your organization using ice Contact Center's built-in iceReporting tool. View information on queues, users, teams, contacts, and more to make fully informed decisions in order to optimize your contact center performance.



Benefits of iceReporting

Plan for the Future with Confidence

Use iceReporting to analyze the past and make predictions about the future. By analyzing past seasonality and other trends in your contact center, you can identify when and where to make changes that can help optimize future performance.

For example, you may see that your customers experienced unusually high wait times during the holidays last year and decide you need to hire more temporary seasonal workers to better prepare for the next holiday season. You may see that call durations are high for a certain queue and realize that your agents need more training on that queue's topic to be able to solve customers' problems faster.

Improve Customer Experiences

iceReporting not only helps organizations identify areas for improvement, but also allows them to test different strategies to find the best one. After identifying a key performance indicator (KPI) that you'd like to improve on, you can develop a few potential strategies for achieving this improvement.

Next, you can try each strategy for a limited period of time, analyze the impact of the change on the target KPI by viewing reports from ice, and see which strategy had the biggest positive impact. That is, by viewing reports from ice, you can analyze the results of different customer service improvement strategies and ensure you can effectively choose the best one to implement long-term to optimize your customer experiences.

Conveniently Share Important Information

iceReporting allows you to automate and schedule reports. Reports can be customized and scheduled to regularly run at specific times and be delivered to specific email addresses.



iceReporting Features

- ✓ Information on queues, users, teams, contacts, and more
- ✓ Over 100 customizable reports
- ✓ Ability to generate reports in a variety of file formats (such as Crystal Reports, Microsoft Word, Microsoft Excel, PDF, HTML, XML, CSV, RTF, or data only reports)
- ✓ Scheduling capabilities with options to run reports daily, weekly, monthly, etc.
- ✓ Ability to select data based on time period, queue, user, contact, and more
- ✓ Convenient distribution through email
- ✓ Ability to customize reports based on agent, queue, time period, or other parameters

Request a Demo Today
computer-talk.com/request-demo



About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.