

Real-Time Analysis & Historical Reports



BEINCONTACT
100% Cloud Omnichannel Contact Center

Cloud Platform to interact simultaneously with all your customers on different, configurable Contact Channels (voice, chat, email, SMS, WhatsApp Business, Teams, social, etc.)

Centralised Data

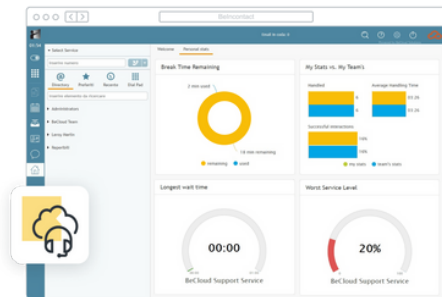
One single web platform to visualise the metrics of all your communication channels.

Complete Reports

Unifying all the data from existing software and applications within the company.

Historical, customised Reports

The capability to create tailored reports customized to meet your specific business needs.



REPORT INTEGRATED IN YOUR OWN CRM

With BeInContact's native features and seamless integration with third-party systems, you can easily transfer all interaction data directly into your CRM.

REAL TIME REPORTS

Real-time reporting is crucial for Contact Centers aiming to monitor and optimise performance instantly. With interactive dashboards, you can immediately view key metrics such as:

- Agent status
- Call volume
- Wait times and SLA compliance
- And much more...

This allows supervisors and team leaders to make informed, real-time decisions, improving operational efficiency and enhancing the quality of customer service.



Our Wallboard, fully customisable

HISTORICAL REPORTS

Historical reporting allows you to analyse data collected over time to identify trends, evaluate past performance, and plan future strategies. With customizable reports, you can aggregate key metrics relevant to your business, such as interaction volumes, wait times, call outcomes, and more.

This provides a comprehensive and detailed view of your activities, helping you enhance operational efficiency and effectiveness.

