

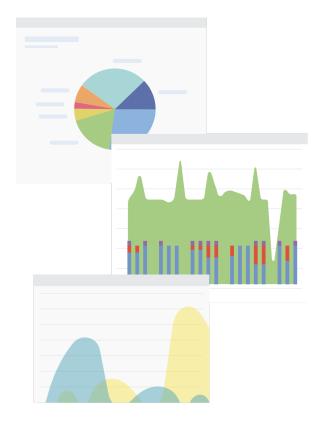
Business Intelligence

Unlock the power of your call center data. Business Intelligence (BI) transforms raw information into actionable insights, empowering smarter decision-making.

Transform your contact center with BI. Gain a holistic view of your operations through customizable reports, dashboards and in-depth data analysis. The BI platform offers a complete reporting solution capable of generating insights from all your contact center data sources so you can grow effortlessly.

Unlock efficiency with data-driven decision making

Utilizing pipelines, BI provides an intuitive approach to managing and visualizing data manipulation. With a no-code solution, there's no need to learn Structured Query Language (SQL) queries or complex Excel formulas because pipelines automatically repeat complex and tedious workflows to generate reports.



Managers can view individual reports within Operator's applications or consolidate them in the BI dashboard. With powerful standard insights and customizable options, TCN caters to specific client needs, offering a tailored approach to analytics.

TCN's analytics tools support a range of reporting styles. Standard reporting delivers line-level call detail reports, descriptive reporting summarizes and visualizes historical and real-time data and predictive reporting utilizes data mining and modeling for outcome predictions and improvement recommendations.

The versatility of the BI solutions empower contact centers to effectively analyze and leverage data, enabling data-driven decisions and operational optimization.

TCN's BI solutions redefine how contact centers utilize data, ensuring you can make informed decisions and propel your operations toward unparalleled efficiency and success.

Benefits

- Make informed decisions
- Prepare for the future with predictive analytics
- Monitor data in real time
- Build insights where native data resides
- Experience operational efficiency with automated pipelines

Features

- Utilize 50-plus standard insights covering the most common requests
- Adjust dynamic dashboard canvas insights to any size or shape
- Quickly filter the dashboard to adjust all insights
- Filter, select, group, derive, aggregate and join data in the pipeline
- Combine data from multiple sources to create a combined insight using pipelines
- Visualize data with pie, column, stacked, line and bar chart features
- Customize axis formatting, series labels and colors for your brand

Use Cases

- Automate the regular delivery of reports to stakeholders, providing insights into speed to answer, abandonment rates, connection rates and customer satisfaction surveys
- Leverage BI tools to manage, analyze and interpret the growing volume of data within a contact center environment
- Empower managers and teams by creating customized wallboards built on insights and tailored to their individual teams
- Identify agents who exceed the average time spent on call avoidance

