

## **TCN's Business Intelligence** **Building Competitive Contact Centers**

Building a high-performing contact center means knowing what's happening with each call, each bullpen and each site. Not only that, but it means knowing the future. Sound impossible? It isn't. TCN's cutting-edge contact center solution creates data capture from every point of contact and unifies it for easily digestible insights. From there, you can launch the refinement and optimization that keeps you ahead of the competition – all of it ready at hand through intuitive dashboards and automated reporting.

### **Business Intelligence: Essentials** **Gain Insight into Overall Site Performance**

The amount of data required to give you the big picture might seem staggering, but with TCN, integration, installation and monitoring are effortless and fast. Call data, outcomes, operational expenses and key performance goals and metrics are all part of TCN's essential reporting package. Take a look at some of the site-wide intelligence you'll gain:

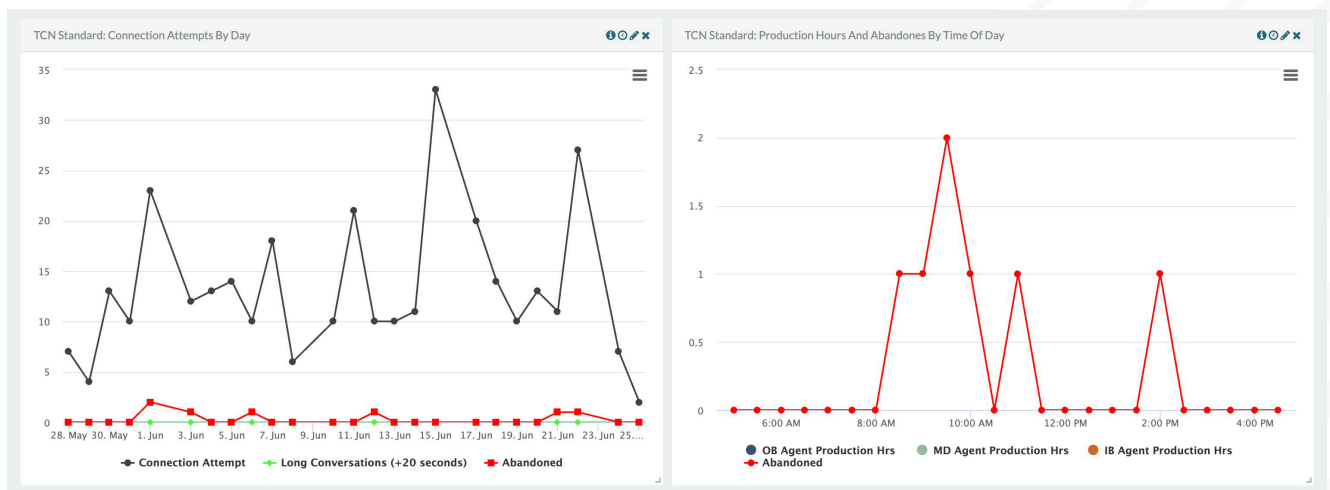
- **Automate Critical Metric Tracking and Report Generation**
- **Monitor Call Campaign Costs in Real Time**
- **Measure Return on Campaigns**
- **Track Manager and Team Performance**
- **Predict Call Volumes and Staffing Needs**
- **Discover Problematic Trends and Issues**
- **Leverage Contextual Insight without Exporting Data**



## Dig Deeper for Insight into Individual Performance

TCN's data capture and dashboard reporting also keeps you in the know on employees, down to the individual level. Useful for management, senior staff and employees as they create ongoing performance improvement, training and identify opportunities.

- **See Call Times, Hold Times, Compliance Checks, Availability and Dozens of KPIs**
- **Track Goal Progress and Deliverables**
- **Monitor Agent Status in Real Time**
- **Track and Analyze Weak Performers**
- **Discover Different Talents in Call Types**

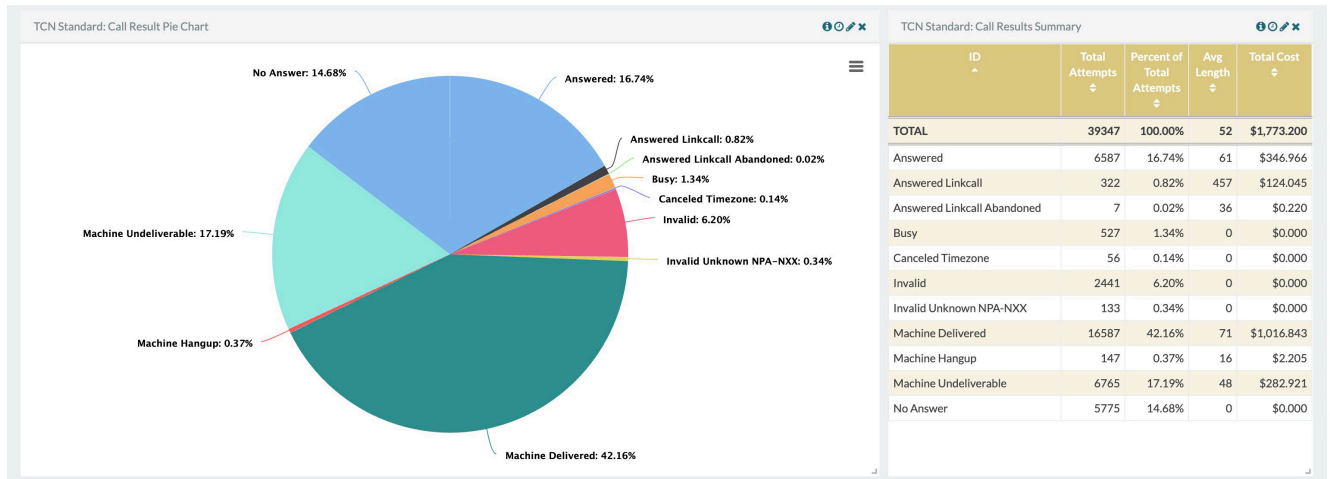


## Business Intelligence: Professional Track, Measure and Report Complex Analytical Data

Go beyond the essentials for customized, industry-specific metrics and develop an intelligence edge on the competition.

- **Measure Conversion Rates Across Teams or Individuals**
- **Monitor Deliverables in Real-Time, Including New Requests**
- **Validate and Track Compliance Status**

- Layer Call Outcomes (or Any Metric) to Discover Hidden Outcome Influencers
- Forecast Costs and Staffing to Protect Service Level Agreements
- Stop Agents from Gaming the System with Customized Metric Tracking



**Get started with TCN BI Essentials** for free today. BI Essentials delivers what you need to make your life easy. Need more customized reports? **Upgrade to BI Professional** and discover unique insights, complex metrics and forecasting all while monitoring agent productivity.

**Request a demo today to see how TCN powers productivity and insight.**

