# Improve the customer experience and optimize your business, iPECS Analytics

iPECS Analytics is a powerful call analytics solution fully integrated with iPECS Cloud. iPECS Analytics offers valuable insights into the communications of any business or call center. The real-time data provided by this service empowers your team to provide a superior customer experience.
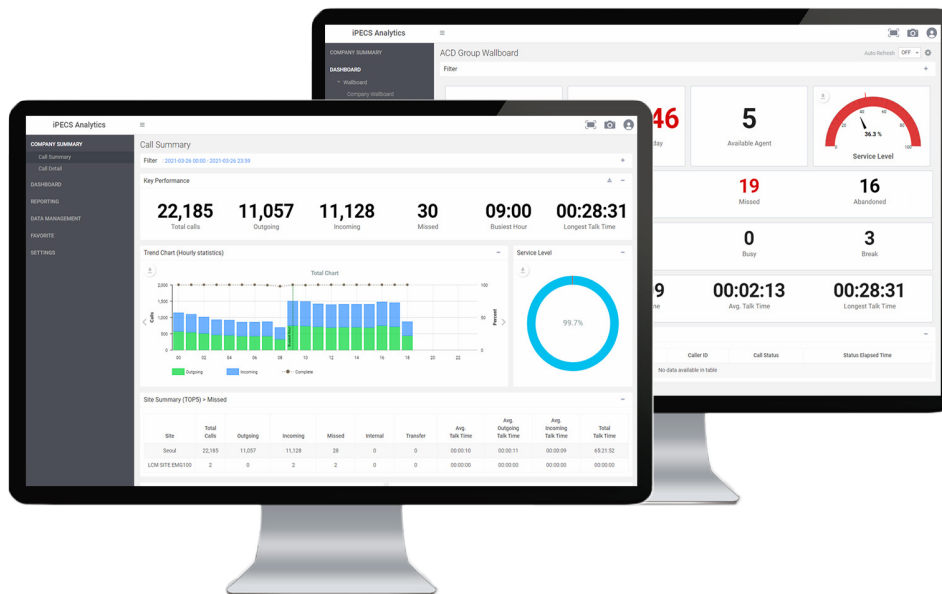
Business insights

Gain valuable insights into your customer interactions with iPECS Analytics. iPECS Analytics displays business critical KPIs via different reports that can be tailored for individual users, DDIs, sites, groups, customers, agents or organizations. Detailed call result analysis enables you to monitor and troubleshoot issues, allowing for improvements to be made quickly. Call trend analysis reports are available daily, weekly, monthly and yearly. These reports can be used to discover trends and enact changes accordingly. iPECS Analytics integrates with iPECS Cloud, Ericsson-LG Enterprise's cloud communication platform; it is simple to deploy and manage your Analytics platform with user data synchronizing automatically from iPECS Cloud.

Simple and Flexible

Build productivity with the best-in-class analytics, reporting and resource management tool. Customize the reports you need to measure and improve resource efficiency. iPECS Analytics provides various types of pre-defined reports and easy-to-read dashboards that can be viewed in real-time. A filter allows you to receive custom reports about the information relevant to any selected user or group. Simple management features such as favorites, scheduled reports sent via email, and exportable reports (PDF, CSV) means that gaining the insights you need is never tedious. Finally, responsive web design enables you to access iPECS Analytics from desktop or mobile, both in the office and remotely.

Beyond analytics

Deliver a superior customer experience and drive your business decisions with real-time business insights from iPECS Analytics. iPECS Analytics is also ideal for call centers who need a simple and cost-effective solution. Analytics supports live call monitoring as well as comprehensive performance reporting filtered by group or agent, allowing you to clearly view when your team are busiest and allocate resources as needed. Analytics features an easy-to-understand wallboard. The wallboard is customizable and can display data like the number of calls queuing, longest wait time, missed calls, abandoned calls, service level and more. iPECS Analytics can be included as part of an iPECS Cloud call center solution together with IVR, Call recording, ACD routing and CRM integration.

Key Features

| Category	Features	Standard	Advanced	Advanced plus
Reporting	• Company summary / Call details • Extension / DDI reporting / Ext. DDI call details • Performance reporting • Time–based trend reporting • Customer / Area reporting • Organization reporting • ACD / Hunt group reporting • Agent reporting • Group unreturned abandoned • Group call details	Y Y Y Y Y Y — — — —	Y Y Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y Y Y
Dashboard	• Company / Extension / DDI wallboard • My dashboard (historical KPI) • ACD group wallboard • Hunt group wallboard • Agent status wallboard • Group call summary wallboard • Agent call summary wallboard • My dashboard (real–time KPI)	Y Y — — — — — —	Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y
Call recording integration	• Call recording integration with details	Y	Y	Y
Voice QoS	• Voice QoS Report / Dashboard	Y	Y	Y
UX / Management	• Report download / Favorite report • Schedule report • Supervisor privilege • MS AD sign–in • SNMPv3 trap	Y Y Y Y Y	Y Y Y Y Y	Y Y Y Y Y
User monitoring	• All user or Selective user monitoring	All user	All user	Selective user

System Requirements

Item	Descriptions
iPECS Analytics client	• OS: Windows 7/8/10 or higher • WEB Browser: Chrome, Internet Explorer 11 or higher • Graphic: 1920 X 1080 x 32bit or higher provide optimized display option • CPU: Intel i3 / i5 / i7 or higher (AMD Ryzen 3 or higher), Memory: 4GB or higher

Note: Please refer to the customer manual for more information.
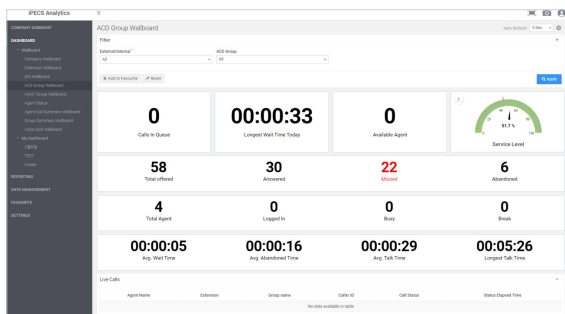
[ACD group wallboard]
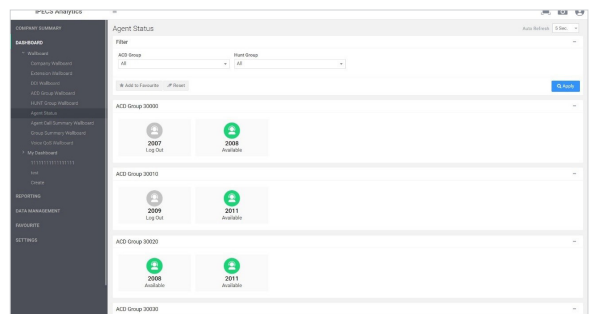
[Agent status wallboard]

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