LANTELLIGENCE — We make the NETwork!
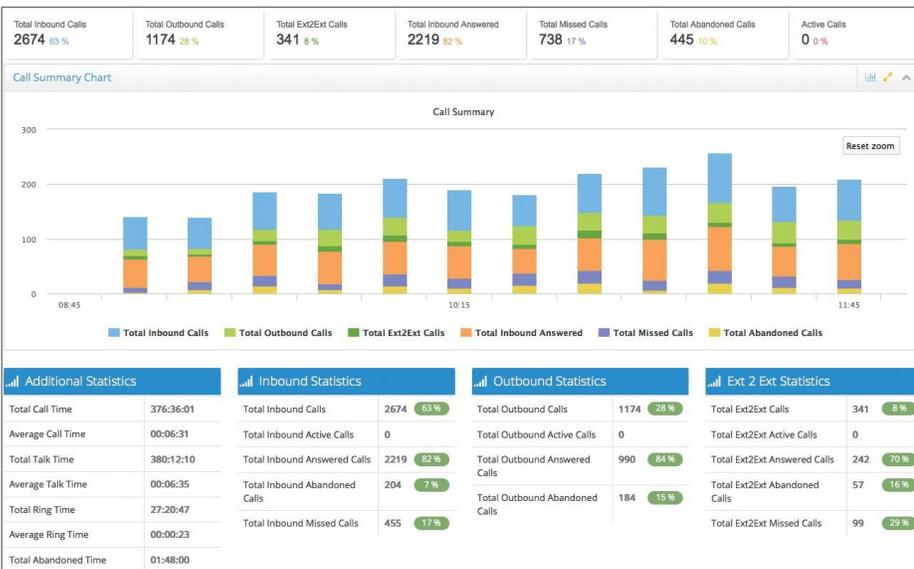
8x8 Global Cloud Communications

8x8 Virtual Office Analytics

Make Better Decisions with Actionable Insights

You depend on your phone system to connect with customers and colleagues. But without the right analytics to measure how those connections are working, you're missing opportunities.

8x8 Virtual Office delivers an unmatched suite of analytics tools that give you enterprise-level business intelligence about your communications. Virtual Office captures finely detailed data on all call activity associated with your 8x8 cloud-based PBX—and presents it to you in easy-to-use views and reports, allowing you to take quick, decisive action.

Get fast answers about internal and external call activity, call queues and ring groups and the network health of your communications system. Put that information to work for you.

Total Inbound Calls	Total Outbound Calls	Total Ext2Ext Calls	Total Inbound Answered	Total Missed Calls	Total Abandoned Calls	Active Calls
2674 63 %	1174 28 %	341 8 %	2219 82 %	738 17 %	445 10 %	0 0 %

Call Summary Chart

Call Summary

Reset zoom

■ Total Inbound Calls ■ Total Outbound Calls ■ Total Ext2Ext Calls ■ Total Inbound Answered ■ Total Missed Calls ■ Total Abandoned Calls

Additional Statistics	
Total Call Time	376:36:01
Average Call Time	00:06:31
Total Talk Time	380:12:10
Average Talk Time	00:06:35
Total Ring Time	27:20:47
Average Ring Time	00:00:23
Total Abandoned Time	01:48:00

Inbound Statistics		
Total Inbound Calls	2674	63 %
Total Inbound Active Calls	0	
Total Inbound Answered Calls	2219	82 %
Total Inbound Abandoned Calls	204	7 %
Total Inbound Missed Calls	455	17 %

Outbound Statistics		
Total Outbound Calls	1174	28 %
Total Outbound Active Calls	0	
Total Outbound Answered Calls	990	84 %
Total Outbound Abandoned Calls	184	15 %

Ext 2 Ext Statistics		
Total Ext2Ext Calls	341	8 %
Total Ext2Ext Active Calls	0	
Total Ext2Ext Answered Calls	242	70 %
Total Ext2Ext Abandoned Calls	57	16 %
Total Ext2Ext Missed Calls	99	29 %

Get Answers to Critical Questions

- Are we missing customer calls—and losing business we don't even know about?

- Are we staffing to meet demand?

- Are all of our salespeople following up on their leads?

- Should we reroute our calls?

- Are we getting the communications quality and reliability we expect?

- How many calls were abandoned or went to voicemail?

- How long are customers waiting on hold?

Visibility and Control

Three big data analytics packages provide IT, workgroups and lines of business with crucial information for more insightful business decisions. See broad views, or drill down see the details.

Essentials—Spot trends, manage workflows better, improve customer experience and increase effectiveness. View inbound and outbound call details. See how many are getting answered, missed or abandoned.

Supervisor—Get real-time views into call queues and historical details on ring groups to manage workgroup and individual agent productivity. Measure and align customer service commitments, and make staffing decisions to meet your customers' needs.

Service Quality—Now IT professionals have the control they need to manage all endpoints on their 8x8 network , and isolate network issues and trouble spots. Use Service Quality to find problems impacting call quality—including calls from mobile devices— and to make decisions about network architecture changes.

You can't manage what you can't measure and you can't make good business decisions, when you're "flying blind." Virtual Office analytics tools can show you what you need to know about how your teams are communicating, collaborating and performing—and how well your communications network is functioning.

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