



Cloud SWEET! Hosted Call Reporting

You can't manage what you can't measure! Take the first step in managing your business with Cloud SWEET!. Increase employee productivity. Increase customer satisfaction.

The analytics delivered through Cloud SWEET! provide valuable insights into your business. Armed with this information you can make positive changes to your business and effortlessly maximize productivity, reduce costs and drive top line growth.



Call Start	Call End	Domain	Direction	Called Party	Called Party	HC Name
06/11/18 10:08	06/11/18 10:07	External	Incoming	(702) 888-8888	S.Lawrence@2192	Helpdesk
Event						
Event	Event Start	Event End	Calling Party	Called Party	HC Name	
Attendant	2018-06-11 10:36:02	2018-06-11 10:36:17	(702) 888-8888	Attendant		
Queued	2018-06-11 10:36:17	2018-06-11 10:36:17	(702) 888-8888			Helpdesk
Ringng	2018-06-11 10:36:17	2018-06-11 10:36:27	(702) 888-8888	S.Lawrence@2192		Helpdesk
Talking	2018-06-11 10:36:27	2018-06-11 11:05:09	(702) 888-8888	S.Lawrence@2192		Helpdesk
Call End	2018-06-11 11:05:09	2018-06-11 11:05:09				
Event						
Event	Event Start	Event End	Calling Party	Called Party	HC Name	
Queued	2018-06-11 11:41:41	2018-06-11 11:41:41	(212) 888-8888	target@2191		Helpdesk
Ringng	2018-06-11 11:41:41	2018-06-11 11:41:52	(212) 888-8888	target@2191		Helpdesk
Talking	2018-06-11 11:41:52	2018-06-11 11:44:58	(212) 888-8888	target@2191		Helpdesk
Call End	2018-06-11 11:44:58	2018-06-11 11:44:58				
Event						
Event	Event Start	Event End	Calling Party	Called Party	HC Name	
Attendant	2018-06-11 11:44:58	2018-06-11 11:44:58	(702) 888-8888	Attendant		

No extra hardware. No extra software.

Cloud SWEET! allows you to add in depth call reporting without the cost associated with hosting an application on-premise. All of this can be done from any device at any time.



Cloud SWEET! has been designed for the growing business, their owners and managers who need an easy to use reporting solution to optimize business operations. Comprehensive historical reports for extensions, agents, and groups arm you with the information you need to streamline business operations, make necessary changes and ultimately improve the way you are providing service to your customers in a cost effective and intuitive solution.

Cloud SWEET! requires virtually no maintenance once installed and is available without annual contracts or commitments making it an ideal application in many rapidly growing businesses.

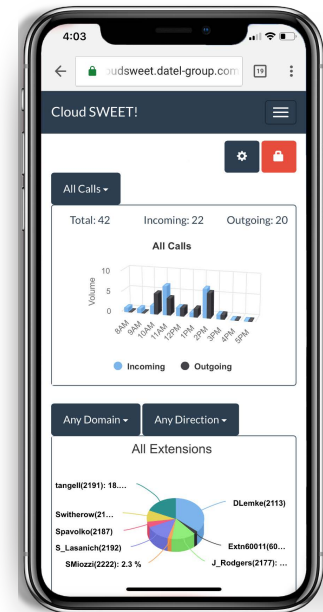
Cloud SWEET! – With features like these, who needs a silver lining?

Increase Productivity - Track employee activity to ensure they are operating at maximum efficiency. Use reports to better manage staffing to meet your customer’s needs.

Reduce Costs – Receive automatic alerts for misuse and excessive call durations. Analyze historical reports to better manage costs.

Identify Trends – Text and graphical reports provide comprehensive views into all calling activity - inbound, outbound and internal. Use this information to be proactive in resolving issues and optimizing business operations.

911 Alerts - Send email or text message notifications in the event someone dials 911.



Highlights

Hosted Interface - Reporting is available anytime, anywhere, on any device.

Near Real Time Display - monitor call volume and distribution per extension as the calls complete.

Schedule Reports - Save time by automatically emailing reports daily, weekly, monthly or on demand.

Drill-Down Capabilities – Get high-level metrics or granular details on all of your extensions, agents and hunt groups and reduce the need for dozens of separate reports!

Cradle-to-Grave Details – Get the details on every step of a call from the moment the call comes in to when the customer hangs up the phone, giving you a better understanding of the customer experience.

Call Accounting - Use historical reports to analyze patterns and trends in your calling. Use this information to learn about peak calling times, extension durations and more.

Agent Snapshot

Extension	Total Calls	Average Handle Time	Max Handle Time	Total Handle Time
911/9112322	9	0:00:42	0:00:57	0:08:27
S_Lawrence(2170)	35	0:00:54	0:01:04	4:03:59
Type	Total Calls	Average Handle Time	Max Handle Time	Total Handle Time
Misc(2000)	15	0:00:59	0:02:02	1:07:57
Mail(2000)	1	0:20:54	0:20:54	0:20:54
SMS(2000)	9	0:01:19	0:04:59	0:11:09
Date	Phone Number	Handle Time		
2018-04-04 13:26:12	2191-000000	0:00:59		
2018-04-04 14:00:03	2191-000000	0:00:27		
2018-04-07 14:06:22	2191-000000	0:03:12		
2018-04-07 14:09:04	2191-000000	0:00:09		
2018-04-11 14:13:36	2191-000000	0:00:02		
Incoming Direct	2	0:01:24	0:11:07	0:03:49
Outgoing	16	0:07:46	0:30:24	2:04:58