

# Analytics and reporting



RingCentral Contact Center offers a wide range of analytics and reporting tools that provide the level of in-depth information you need to make business-critical decisions about your call center.

With our flexible reports, you can see how your call center is handling the overall customer experience, as well as monitor the ongoing performance of your agents. Plus you'll be able to dig deep to gain a better understanding of changing call trends.

With up-to-the-minute data accessed through easily customizable dashboards—or downloaded to the analytics tool of your choice—you'll be better equipped to address business issues in your call center as they happen.

## Features and benefits

- Access pre-built reports to quickly see call center performance and health metrics.
- Build and distribute custom report templates tailored to your specific needs using a wizard-based “point-and-click” interface.
- Give your company's analysts secure access to data, allowing them to easily generate powerful pivot tables and integrated, custom reports using point-and-click tools.

# How it works

With its highly visual real-time dashboards, RingCentral Live Reports lets you take better control of the customer experience and closely monitor the performance of your agents.



**Pre-defined reports.** Access key performance metrics in a highly visual and intuitive format.

**Custom Reporting**

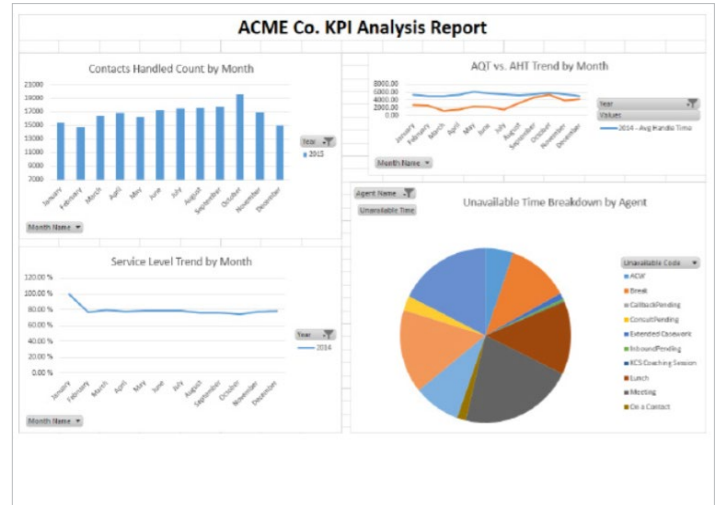
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ID	Name	Category	Type
1073241876	Agent Participation Report Template	ACD	Private
1073241879	Contact Volume Report Template	ACD	Public
1073241880	Outbound Call Volume By Agent Report Template	Personal Connection	Private

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**Custom reports.** Easily create, maintain, and distribute custom reports that monitor the ongoing performance of your call center.



**Direct data access.** Enjoy direct access to customer-experience data through a secure connection into your business unit data model.