



INFORTEL SELECT IS...

A Unified Communications (UC) reporting application allowing organizations to analyze, manage and optimize UC interactions, adoption, productivity, and expenses.

WHY ORGANIZATIONS BUY INFORTEL SELECT...

<div>BUSINESS LINE MANAGERS</div> <h3>GAIN VISIBILITY INTO CUSTOMER AND EMPLOYEE INTERACTIONS</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> Do your managers have visibility into employee interactions through interactive dashboards to manage their workforce? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Empower Business Line Manager to visualize and drill-down into team or user interactions Quickly generate summary stats or call detail on-demand or as distributed reports Analyze calls to identify peak traffic times and staffing needs Receive exception alarms on various call activities Gain visibility into inbound, outbound, internal, transferred, abandoned, and ring-time calls Control dashboard and report visibility through organizationally based security 	<div>BUSINESS LINE MANAGERS</div> <h3>MANAGE HUNT GROUPS ACROSS DIFFERENT BUSINESS UNITS</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> What metrics are your Business Line Managers using to ensure a positive customer experience? How do you prevent negative customer experience due to transferred or abandoned calls? How do you promote first-call resolution with your customers? How can you determine appropriate coverage within your hunt groups? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Evaluate call counts, types and durations by hour of day for the hunt group and individual agents Gain enhanced visibility in Cisco Native Call Queueing applications – hunt group name, queued calls, queue times Identify abandoned calls, transferred calls, disconnect party & redirects to voicemail
<div>IT / NETWORK SERVICES</div> <h3>ENSURE OPTIMAL VOICE & VIDEO NETWORK CAPACITY</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> How do you determine if your network is optimized to support voice & video traffic? How do you assess legacy and UC bandwidth requirements in mergers and acquisitions? How do you calculate voice peak Concurrent Call Paths and Bandwidth in preparation for SIP migration? How do you track and report on Quality of Service/Quality of Experience attributes of UC events? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Analyze call traffic by trunk and carrier to optimize circuits, services, and routing Identify historic peak moments of usage to right-size for desired service levels Project savings and ROI to justify VoIP telephony and SIP trunk conversions Optimize least cost routing effectiveness Model future UC growth needs based on consolidated, selected and hypothetical analysis of traffic on all trunks and carriers, utilizing user-selected CODEC 	<div>IT / NETWORK SERVICES</div> <h3>PREPARE THE BUSINESS TO SUPPORT NEW COLLABORATION TECHNOLOGIES</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> How do you determine technology adoption success? How are you measuring modality and device adoption? How do you accurately assess UC licenses and device needs across your organization? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Track and report on modalities used to collaborate – voice, video, conferencing, IM, file transfer Track and report on the devices used to collaborate – desk phone, soft phone, mobile device client Analyze adoption rate and trends when rolling out new device types Monitor utilization to optimize licensing and remove deskphones and devices
<div>INFORMATION SECURITY</div> <h3>SATISFY REGULATORY COMPLIANCE & MITIGATE RISK</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> How do you ensure that your employee interactions meet regulatory and corporate compliance guidelines? How do you mitigate collaboration risk near real-time? How do you address historical call retention requirements beyond 30 days, which is NOT natively available with most telephony platforms? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Satisfy legal requests for historic call detail records utilizing fast and flexible on-demand search tools Provide proof of voice, video and conference calls made & received Establish alarm thresholds for near real-time notification of undesirable call events Define call history retention period to comply with regulatory mandates Integrate with Collaboration Recording solution to include call content & Ethical Wall applications 	<div>CONTACT CENTER</div> <h3>REDEFINE CONTACT CENTER EXPERIENCE WITH UCCX DASHBOARD</h3> <p>NEEDS ANALYSIS:</p> <ul style="list-style-type: none"> What metrics are your contact center managers using to ensure a positive customer experience? Do you have the flexibility to create new UCCX reports on your own without IT's assistance? How do you track performance of multiple UCCX clusters, queues and/or agents? <p>ISI BENEFITS:</p> <ul style="list-style-type: none"> Satisfy reporting needs NOT met by native Cisco UCCX reports – <ul style="list-style-type: none"> Reporting of UCCX Clusters, Queues, and Agent stats within one dashboard or a single report True historic and trend reporting with a user-definable retention period Create, save, run and distribute new custom reports using integrated Report Designer Display Contact Center stats on the desktop, large format Wallboard monitors, and mobile tablets Provide Cradle-to-Grave reporting for calls presented to UCCX and those handled outside of UCCX

WHY CHOOSE INFORTEL SELECT

- Platform agnostic – UC, VoIP and legacy PBX, on-premises & service-provider hosted
- Multi-modality - voice, video, conferencing, IM, file share
- Flexible deployment methodology – on-premises, SaaS, or hosted and fully managed service
- Provide business intelligence to business line managers across organization
- Dashboard with drill-down capabilities to gain visibility into enterprise and contact center interactions
- Advanced Reporting - Scheduled pre-defined or custom built reports with automated distribution

FIND NEW OPPORTUNITIES IN ENTERPRISE ACCOUNTS

IDENTIFY ACCOUNTS IN THE FOLLOWING VERTICALS:

HEALTHCARE	NEEDS ANALYSIS: <ul style="list-style-type: none"> How can you ensure first call resolution with your patients? How do you monitor and show evidence of post-op patient follow up calls? What are you doing to ensure regulatory compliance? (HIPAA & HITECH) Do you have visibility into the interactions within your hospitals and clinics? How are you assessing bandwidth requirements pre and post-acquisitions?
FINANCIAL SERVICES	NEEDS ANALYSIS: <ul style="list-style-type: none"> How do you ensure communication regulatory compliance? (Sarbanes-Oxley, FINRA) How do you ensure full audit-trail of all communications? How are you assessing bandwidth requirements pre and post-acquisitions? How do you manage multiple modalities (IM, Voice, Video, Meeting Rooms) and devices used across your organization?
GOVERNMENT FEDERAL STATE LOCAL	NEEDS ANALYSIS: <ul style="list-style-type: none"> What reporting stats do you have to show that you are reducing citizen talk-times? How do you ensure there is an audit trail of all interactions across all departments? How are you ensuring the reduction in overall wasted communications spend? With multiple branches, how do you ensure your SIP Trunks are optimized and rightsized?
EDUCATION	NEEDS ANALYSIS: <ul style="list-style-type: none"> How are you tracking all interactions within Student Admissions? As IT looks to optimize Student experience, how are you measuring that success? How are you ensuring the reduction in overall wasted spend with regards to communications?
RETAIL	NEEDS ANALYSIS: <ul style="list-style-type: none"> How do you measure customer experience when reaching various store departments? With collaboration, how are you measuring technology adoption success? What are you doing to optimize your workforce as they cover multiple departments? With multiple store locations, how do you ensure your SIP Trunks are optimized and rightsized to support internal and external communication traffic?

REACH OUT TO CONTACTS IN THE FOLLOWING DEPARTMENTS

- IT / Network Services** – Typically have responsibility for managing UC and collaboration applications. The business line managers rely on this group for UC reporting, and are tasked with satisfying the needs of their internal “customers”. Traffic Analysis and QoS are also of great interest to this department.
- Sales / Customer Service / Call Center / Help Desk** – Often require UC-based metrics on number or duration of calls handled, ring time, abandoned rates and hunt group/contact center metrics to manage their employees’ productivity and caller experience / service level numbers.
- Compliance / Corporate Security / HR** – Historic call archive and the ability to quickly produce reports based upon employee extension or phone numbers called are the typical requests. Also, seek out how call activity can be vital to prove compliance with regulations specific to the company’s line of business.
- Accounting** – Typical system uses are for cost allocation, tenant billing, and expense exports. Challenges often include reducing organization’s overall telecom expenses.

**SUPPORTING OVER
1,600 CUSTOMERS WORLDWIDE**



LET’S CONNECT!

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