

# Analytics for 8x8 Work

## Insights from every communication interaction

### Flexible reporting tools that provide actionable insights into your business communications.

Making data-driven decisions, based on multiple information sources, can be time-consuming and resource intensive.

8x8 service plans collect data from every conversation that takes place across your business. Data collected from video meetings, internal and external voice calls is combined to provide a holistic view of your communications. This enables effective data-driven decision making and the ability to take proactive action, before potential issues escalate.

We strive to make every data point useful and available in a format best suited to your business. Data from Analytics for 8x8 Work in Partnership with KCOM can be consumed in the following ways:

- Screen user interface (live & static data)
- Scheduled reports
- File download
- API (custom export of selected fields)

### Visibility and control

Analytics for 8x8 Work has two levels of insight:

- Essentials includes reports that provide a comprehensive overview of the business communications performance across the company.
- Supervisor includes the information from Essentials, plus real-time views into call queues and historical details on ring groups, call and device quality.

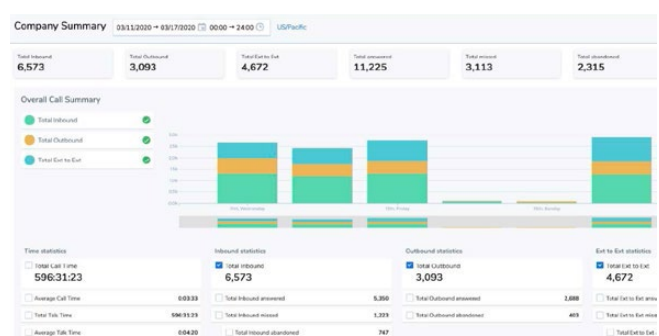
#### Get Answers to critical questions

- Are we missing customer calls—and losing business we do not 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?

### Company summary

Find out the state of communications in your company at a glance. Use this report to make staffing decisions with insight into:

- Volume of calls by time of day
- The number of calls answered
- Average caller wait time
- Call abandonment rates



## Extension summary

This report enables you to focus upon which extensions or teams are the most active. Use this information to decide if more people are needed in a department, if a staggered lunch break makes sense, or if an answering service is required to capture after-hours activity.

### Discover:

- Busiest extensions
- Busiest times
- The number of inbound calls and how many were answered

## Call detail records

Trace the journey of a particular customer by drilling down to the details of a particular call. Including, caller name or caller ID by search, call start time and call origin number or extension.

### Active calls

Find which calls are currently active in your company, if they are incoming or outgoing, names of both parties, when they started the call and how long they've been connected.



Extension	Status	Extension	Status	Extension	Status
800-888-8888	Available	800-888-8889	Available	800-888-8890	Available
800-888-8891	Available	800-888-8892	Available	800-888-8893	Available
800-888-8894	Available	800-888-8895	Available	800-888-8896	Available
800-888-8897	Available	800-888-8898	Available	800-888-8899	Available
800-888-8900	Available	800-888-8901	Available	800-888-8902	Available
800-888-8903	Available	800-888-8904	Available	800-888-8905	Available
800-888-8906	Available	800-888-8907	Available	800-888-8908	Available
800-888-8909	Available	800-888-8910	Available	800-888-8911	Available
800-888-8912	Available	800-888-8913	Available	800-888-8914	Available
800-888-8915	Available	800-888-8916	Available	800-888-8917	Available
800-888-8918	Available	800-888-8919	Available	800-888-8920	Available
800-888-8921	Available	800-888-8922	Available	800-888-8923	Available
800-888-8924	Available	800-888-8925	Available	800-888-8926	Available
800-888-8927	Available	800-888-8928	Available	800-888-8929	Available
800-888-8930	Available	800-888-8931	Available	800-888-8932	Available
800-888-8933	Available	800-888-8934	Available	800-888-8935	Available
800-888-8936	Available	800-888-8937	Available	800-888-8938	Available
800-888-8939	Available	800-888-8940	Available	800-888-8941	Available
800-888-8942	Available	800-888-8943	Available	800-888-8944	Available
800-888-8945	Available	800-888-8946	Available	800-888-8947	Available
800-888-8948	Available	800-888-8949	Available	800-888-8950	Available
800-888-8951	Available	800-888-8952	Available	800-888-8953	Available
800-888-8954	Available	800-888-8955	Available	800-888-8956	Available
800-888-8957	Available	800-888-8958	Available	800-888-8959	Available
800-888-8960	Available	800-888-8961	Available	800-888-8962	Available
800-888-8963	Available	800-888-8964	Available	800-888-8965	Available
800-888-8966	Available	800-888-8967	Available	800-888-8968	Available
800-888-8969	Available	800-888-8970	Available	800-888-8971	Available
800-888-8972	Available	800-888-8973	Available	800-888-8974	Available
800-888-8975	Available	800-888-8976	Available	800-888-8977	Available
800-888-8978	Available	800-888-8979	Available	800-888-8980	Available
800-888-8981	Available	800-888-8982	Available	800-888-8983	Available
800-888-8984	Available	800-888-8985	Available	800-888-8986	Available
800-888-8987	Available	800-888-8988	Available	800-888-8989	Available
800-888-8990	Available	800-888-8991	Available	800-888-8992	Available
800-888-8993	Available	800-888-8994	Available	800-888-8995	Available
800-888-8996	Available	800-888-8997	Available	800-888-8998	Available
800-888-8999	Available	800-888-9000	Available	800-888-9001	Available

### Unreturned calls

Is your sales team following up on all incoming calls? Find out with this report that conveniently flags calls that went to voicemail, transferred or were redirected and have not been returned yet.

### Calls by DID

Track your marketing campaigns by finding out which external campaign number each incoming call originated from.

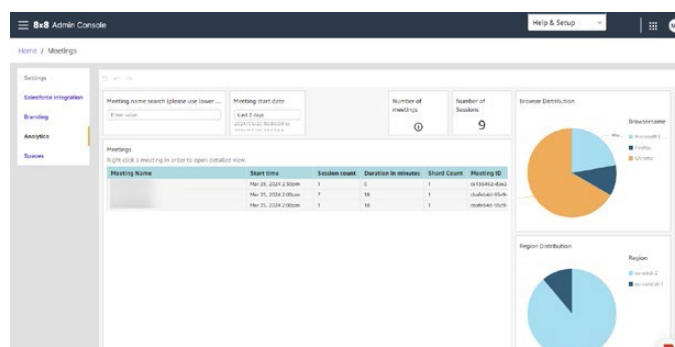


## Employee Report

A collection of real-time reports that provide the status of each employee, such as Available, Busy, on Call, Off line or Away. You can also search these by extension or names.

## Meetings Report

This is no longer accessible from within the Analytics for 8x8 Work interface. The relevant data is now available to administrators as a standalone report via 8x8 Admin Console.



## Call quality

Track the quality of calls made during any time period with the call quality trend report. Identify issues, isolate it to specific geographies and days and troubleshoot network connectivity issues.

## Call queue and ring group

Get aggregate performance reports, or drill down to get detailed reports about the performances of the call queues and ring groups in your company. Identify queues or groups that are not meeting their performance metrics and take actions based on data to help improve their performance.

## Device report

Get an immediate visual idea of which geographic areas are experiencing connection outages. Track devices by device type to determine the best time to upgrade your hardware.

## Business hours report

Set your business hours so all your reports are filtered automatically to include calls in that window. Troubleshoot problem areas with precision, remove blind spots, improve performance in all areas and discover previously undiscovered business opportunities.

## Features to make your data easy to access

Data is only useful when it is accessible, accurate and timely. Therefore we have implemented a number of features to ensure your data is available to you how and whenever it is required, including:

- Configurable dashboards
- Available in different graph formats: line, bar, stack, column, pie etc.
- Automatically generate schedules
- Analytics API
- Downloadable as a CSV, PDF or XLS file
- Searchable
- Simple filtering, including remove, rearrange and lock columns



## Get more with cloud communications and collaboration.

### Analytics that make you smarter.

- Develop custom dashboards and reports on system usage, call traffic and call quality trends to drive an informed decision making process
- Get analytics on every customer and employee interaction
- Integrations that power your ecosystem
- An integration framework that makes it simple to embed communications into your business applications using industry standard APIs and templates
- Faster ROI for all applications with one database that enables actionable insights and drives efficiency and innovation

Analytics for 8x8 Work - Essentials	x1	x2	x3	x4
Company summary*	•	•	•	•
Extensions summary*	•	•	•	•
Call detail records*	•	•	•	•
Active calls	•	•	•	•
Unreturned calls	•	•	•	•
Calls by DID	•	•	•	•
Employee report	•	•	•	•
Scheduled reports	•	•	•	•

Analytics for 8x8 Work - Supervisor	x1	x2	x3	x4
Call quality report				•
Call queue report				•
Ring group report				•
Device status				•
Business hours report				•
Report data via Analytics API				•
Employee report				•
Scheduled reports				•