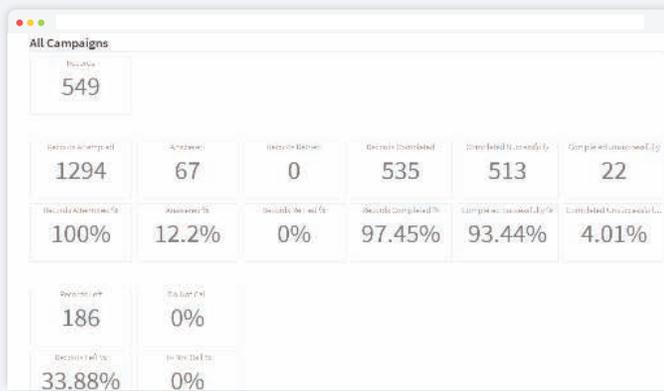


# CXengage

Reporting and Analytics

Actionable  
Intelligence to Power  
Business Decisions



## Powering Business Decisions

### A Single Data Pipeline

A single data pipeline for both real-time and historical reporting across all tenants means you have a single source of truth, making it easy to understand your business performance.

### Real-Time Dashboards

Make every decision based on current and actionable data with real-time statistics, KPIs, and business analytics.

### Historical Reporting

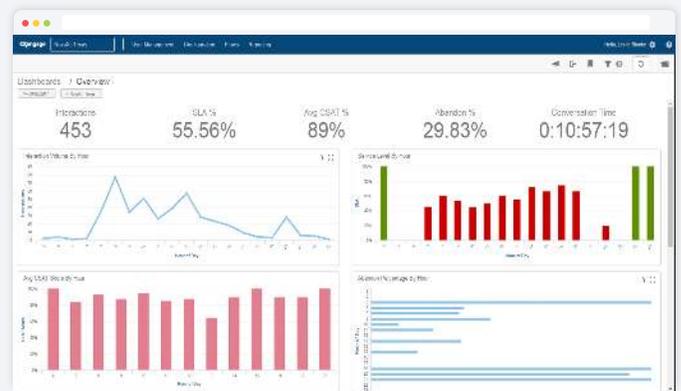
Display contact center metrics such as call volume, service level, handle time, and wait time over any given period for data-driven decision making.

### Reporting APIs

Readily access real-time and historical data and stream relevant statistics to third party applications.

### Multi-Tenant Data

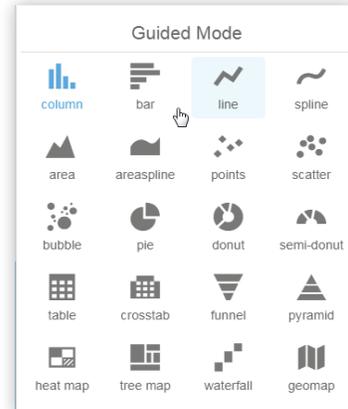
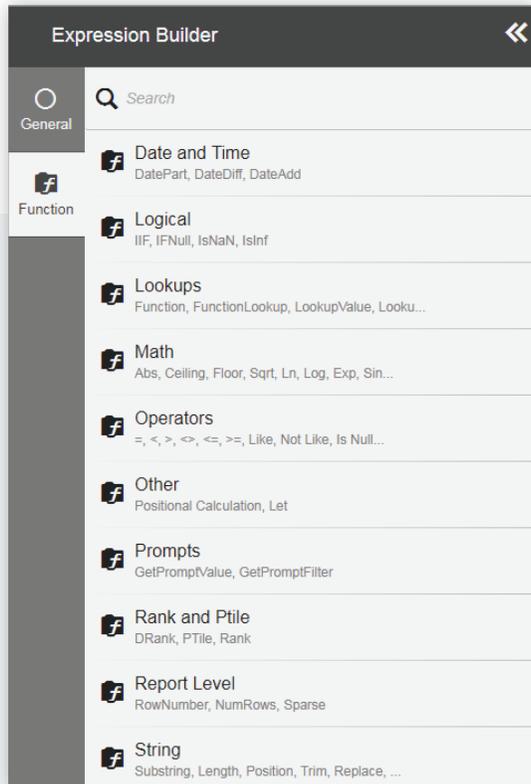
View and export historical reporting data for any or all tenants, independently or holistically, and get a top-down view of your data including all sub-tenants.





## Custom Reports and Dashboards

Design custom widgets, then drag and drop on the canvas to create your own custom reports and dashboards. Create widgets to visualize your data in bar charts, bubbles, columns, stacked columns, donuts, gauges, lines, tables, or as a plain value.



## Custom Statistics

Need to modify or create unique statistics? With custom statistics, you can define statistics to measure what is important to you to use in both real-time and historical reporting.

You can create three types of custom statistics:



**Duration** | Calculates the time between two events.

For example, the amount of time between when a conversation starts and when a conversation ends.



**Instance** | Tracks an event that occurs.

For example, a conversation starting.



**Score** | Calculates a percentage based on the value collected and the maximum possible value.

For example, customer satisfaction score.



## Data Sovereignty

Strong data-at-rest policies ensuring customer information remains “in-region” for multi-national accounts.

## Create custom statistics that combine:

- Existing statistics
- Numbers
- Mathematical operations and functions
- Filters

## Benefits of CxEngage Reporting and Analytics

- ✓ Real-time insights into the state of interactions, agents, and queues
- ✓ Customizable views to fit your business and operational needs
- ✓ Easy drag-and-drop design for rapid customization of both reports and dashboards
- ✓ Quickly access historical insights into performance trends
- ✓ Actionable data at the tip of your finger
- ✓ Simple extraction of data into common formats like excel



Find out how to transform your customer experience at [www.serenova.com/cxengage](http://www.serenova.com/cxengage)

Copyright © 2018, Serenova, LLC. All Rights Reserved.