

# Analytics & Insights



## Monitor & Manage

Need to continuously monitor and manage all aspects of your telephone system usage, including available capacity, resource allocation, and costs?



## Enhance Awareness

Need to be alerted to any issues developing in your telephone system through direct notifications, dashboards, and other paths before they become problems?



## Retain Accurate Records

Need to keep details of all calls, usage information, and critical phone system configuration for compliance, disaster recovery or mandatory reporting requirements?



## Supervise & Optimize

Need to supervise your contact center's real-time performance, and monitor trends to estimate your current and future staffing and capacity requirements?

Genesis's Analytics & Insights Solution provides you with the most all-encompassing reporting, analysis & alerting tools, making it easier than ever before to manage your voice system, phone users and other resources.

The importance of being able to continually monitor for decaying contact center performance, trunks & groups nearing saturation, bandwidth & call quality degradation, phone misuse and hundreds of other issues can't be overstated either. When all aspects of your voice system aren't optimized, you can be certain your customers and staff will become frustrated, productivity will suffer and your operating costs will likely escalate.



- ✓ Includes customizable reports for telephone usage, performance, system capacities, costs, recommended optimizations and many other critical details
- ✓ Provides multiple output, scheduling and delivery options for both standard reports and alert conditions
- ✓ Features multiple different dashboards, real-time web displays, and other customizable dynamic tools
- ✓ Detects and alerts you to telephone misuse, unusual activity, and other exceptional situations when they occur
- ✓ Maintains an offline backup copy of critical phone system programming and reports your current limits and licenses
- ✓ Retains data indefinitely and allows unlimited real-time, historical, ad-hoc and scheduled reports to be rendered



Specializing in Telemangement  
Solutions Since 1984.



**On-Site Safety**  
Complete Emergency  
Management



**Public Alerting**  
Multi-Channel Mass  
Notifications



**Analytics & Insights**  
Detailed Telephony  
Metrics