



Call Analytics

Transform your business with engaged staff, happy customers and hands-on management

Oak call analytics can be deployed across formal call centres, helpdesks and informal answer points to improve customer experience across the business. Provide front-line staff with real-time information and empower them to make 'in the moment' decisions about call handling. Track trends using ready-made and custom reporting to optimise call routing and improve workforce scheduling.

1

Quickly resolve issues...



Real time Information

Wallboards and dashboards display call activity as it happens, making it easy to pre-empt problems, bring in support and deliver a consistently high level of service.

2

Information to manage customer experience...

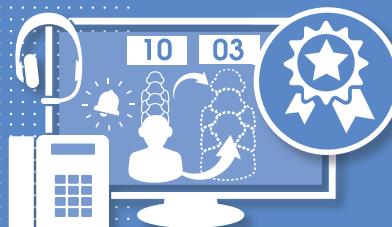


Historical Reporting

Ready-made and custom reports help managers identify trends and take action. Expand reports to see detailed information about each call from the moment it enters the call centre.

3

Manage busy periods with ease...



Interactive call management

See how long your callers have been waiting. Use drag and drop to move calls to an alternative queue and get calls answered.

4

Develop and support your staff...



Monitor and improve quality

Listen into calls without the caller knowing you are there. Choose to 'whisper advice' or intrude when training to assist front line staff and improve quality.

5

Reduce lost business...



Follow up lost calls

Access lost call reports. See who called, when they called and how long they waited. See the information you need to call them back and protect your business.

Want to know more about call analytics?
call us 0800 9889 625 or visit oak.co.uk
contact us via sales@oak.co.uk