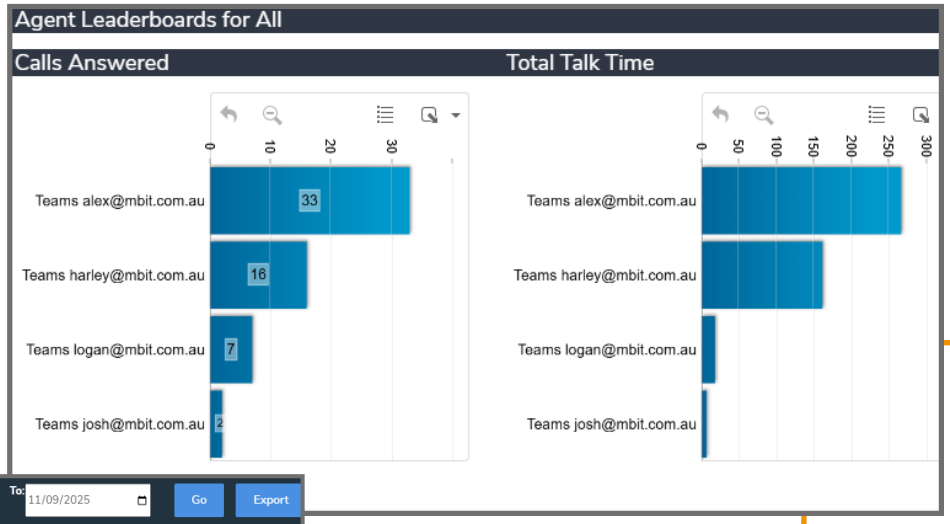
HPBX Features
Reports

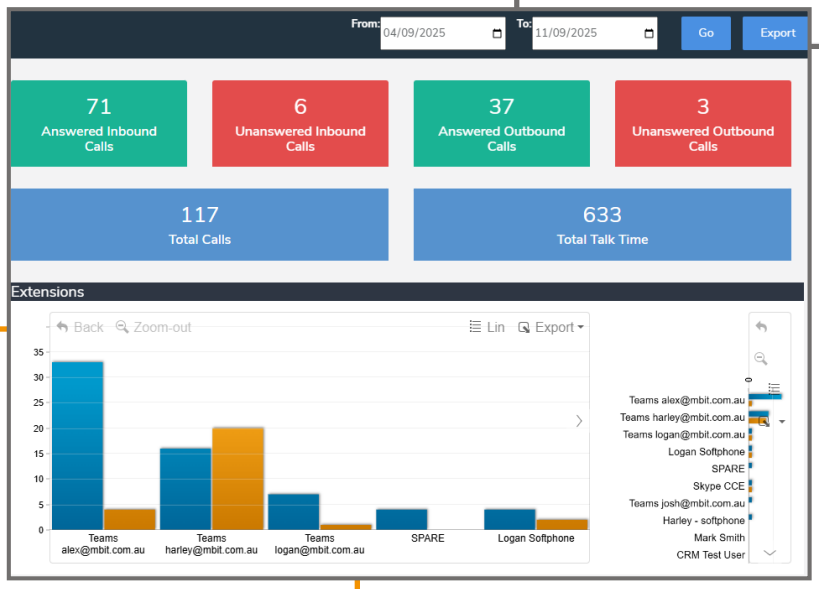
This tool is one of the most popular features on HPBX, producing easy to read reports and providing live data on current calls, agents, and queues.

Valuable Insights

Reports can be generated to deliver a range of insights on inbound and outbound calls, missed calls, and wait times.

Data can be organised by individual users, hunt groups, queues, departments, or IVR selection.





Improve Operations

Regular reports allow businesses to identify trends, keep records for billing, and monitor staff performance. The information they provide can help detect gaps in staff training, improve call outcomes, and inform rostering decisions - ensuring adequate staff are available during peak call periods.

This feature also offers customisable Quality Assurance surveys designed to collect further data and produce additional detailed reports.

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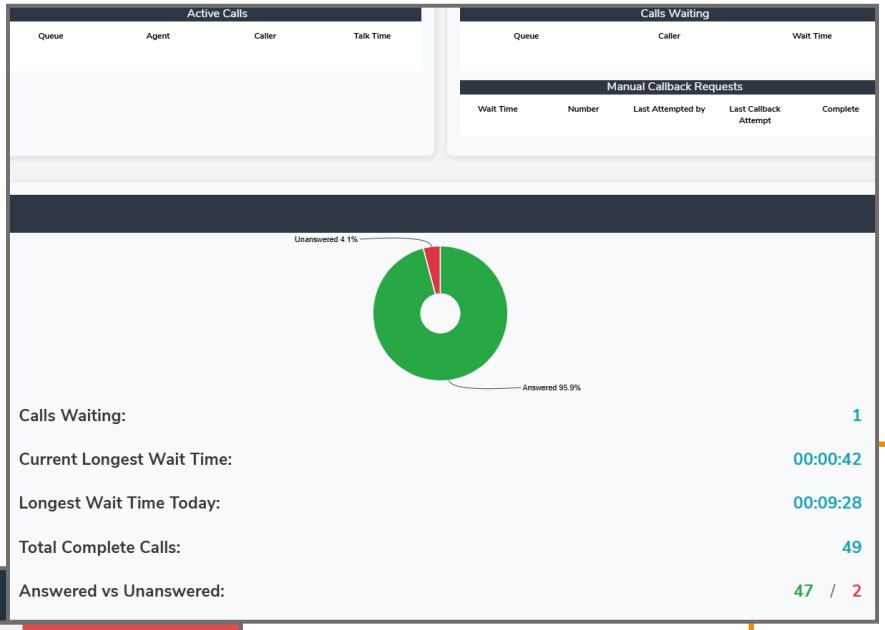
HPBX Features
Reports

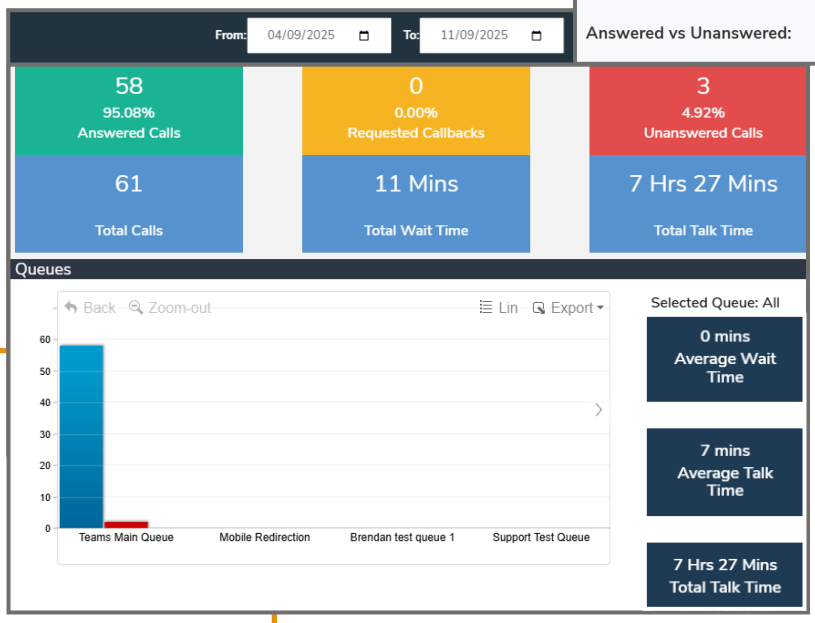
Streamline call monitoring with the reports tool. Keep records and identify trends for better management of staff and resources, and higher quality customer service.

Live Call Data

The report tool includes a Wallboard option which presents call data in real time.

The Wallboard can be displayed in-office so that everyone has access to live updates on current wait times, active calls, missed calls, call-back requests, and available agents.





Automatic Insights

Automate the generation of daily, weekly, or monthly reports to arrive by email.

Available in PDF format for quick analysis, or as a CSV file for easy upload to your system.

BOOK A DISCOVERY CALL FOR MORE INFORMATION

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