Cloud Telephony Reporting.

See how your teams perform.
Every call. Every trend.
No guesswork.





Your managers make decisions about teams, schedules, and customers without reliable call data. They rely on gut instinct, manual exports, or nothing at all. That costs them deals, headcount, and customers they didn't know were at risk.

The reporting capabilities included in Cloud Telephony give you instant visibility into call activity, team performance, and communication patterns — available from day one, with no new infrastructure required.



Multiple options. One intelligence layer.

Standard Reporting

Call reporting on from day one. Predefined templates for call volume, missed calls, duration, and patterns — no setup required.

Dashoard showing call KPIs.
Cast to any screen.
Share via link

Advanced Reporting

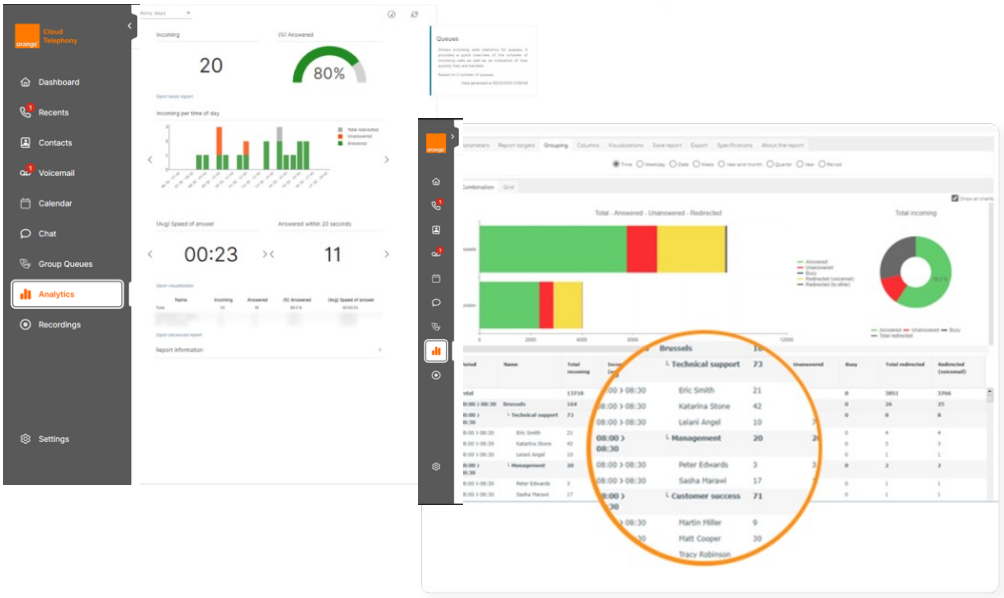
Advanced reporting with custom grouping, scheduled delivery, heat maps, and connectors to Power BI, Qlikview, and Excel.

Advanced widget and live KPI to include in personalized Dashboard

Cloud Telephony Standard Reporting

Call reporting that works from day one.

Standard Reporting is the foundation of the analytics layer built into every Cloud Telephony deployment. From the moment your Cloud Telephony solution goes live, you can see, missed calls, team activity, and communication patterns — using predefined templates with no configuration required.



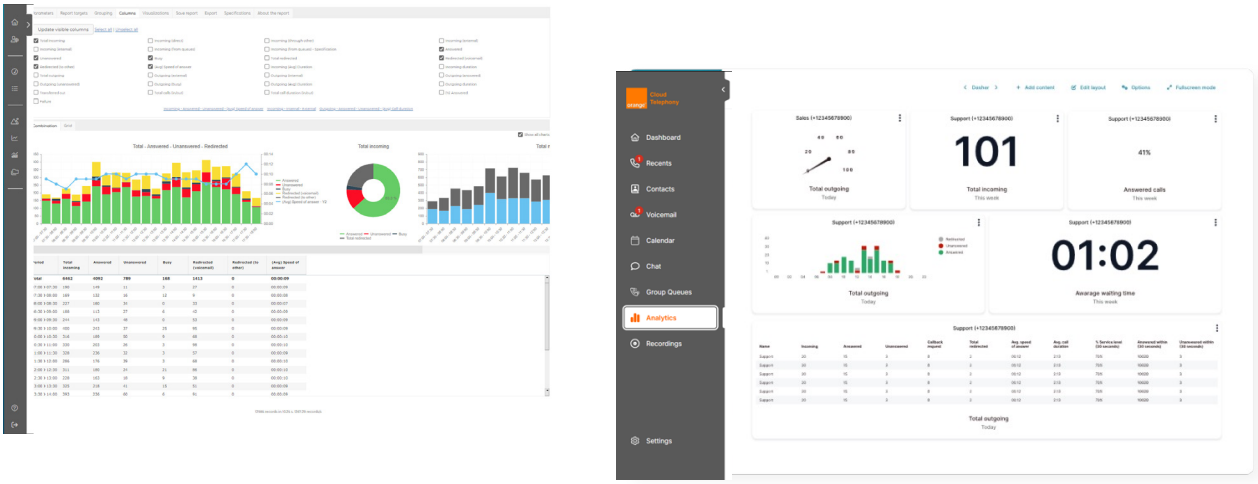
Cloud Telephony Standard Reporting comes pre-activated on our tailormade solution (> 30 users).
No admin work, no setup.

Capability	What it does	Why it matters
Predefined report templates	Call volume, missed calls, call duration, and activity reports built in and ready to run.	Managers get the numbers they need without asking IT to build anything.
Historical call data	Access to full call history within the retention window — filterable by date, user, and group.	Trend analysis and pattern spotting without manual exports or spreadsheets.
Standard filtering	Filter any report by date range, individual user, or group in seconds.	Sales managers and team leads get to the view they need without training.
No configuration required	Activates with the platform — no admin setup, no template building, no IT involvement.	Zero activation effort, you get directly access to valuable input.
Upgrade path Advanced	One activation step unlocks advanced visualisations, scheduling, and BI connectors.	You can easily upgrade to tailor made report and powerfull visualisation.
Dashboard	Call KPIs — castable to any screen via Chromecast.	Predefined KPI to monitor the performance of your team

Cloud Telephony Advanced Reporting

Extended reporting. Real-time visibility.

Advanced Reporting give managers complete visibility. It delivers custom, scheduled, and BI-connected reporting. The Dashboard functionality is enriched with live queue KPIs on any screen in real time.



Advanced Reporting: historical and live data in one layer.

Capability	What it does	Why it matters
Advanced visualisations	Heat maps, radar charts, and trend overlays not available in Standard.	Managers see patterns they'd never spot in a standard table — and act on them faster.
Custom report grouping	Slice data by department, team, individual extension, hunt group, or across multiple organizations.	Every manager gets the exact view of performance their role demands.
Scheduled report delivery	Reports emailed automatically on a set schedule — daily, weekly, or monthly.	Your managers get the numbers without asking for them. No manual pulls.
BI connectors	Push call data directly into Power BI, Qlikview, or Excel.	Call data flows into dashboards you already use - no manual export.
HTTP API	Programmatic access to call data for custom BSS/OSS or third-party integrations.	Technical buyers can build exactly the reporting workflow they need.
Live Dashboard	Real-time agent status, queue depth, and call KPIs — castable to any screen via Chromecast.	Supervisors see the whole room live. Queue problems get caught before they escalate.



Cloud Telephony Advanced Reporting

Frequently Asked Questions

What is the difference between Standard and Advanced?

Advanced reporting brings custom views, scheduled report sent by emails, more visualization and BI connectors.

Can call data connect to Power BI or Microsoft Teams?

Yes. Advanced reporting includes native connectors to Microsoft Teams, Power BI, and Qlikview, plus an HTTP API for custom integrations.

Who can see the live Dashboard?

The Dashboard is available in the standard reporting already (with a set of standard widgets). Anyone can see the dashboard with a shareable link — no platform login required. For TV display, the Dashboard supports Chromecast so supervisors can put it on any screen in the contact centre or office.

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