

# inContact Reporting

Guide smarter, more informed decisions

inContact Reporting guides smarter, more informed decisions with real-time and historical insights on key business metrics and trends through fully integrated reporting and data access tools. Get immediate value out-of-the box and ready access to the full range of inContact Customer Interaction Cloud data elements.

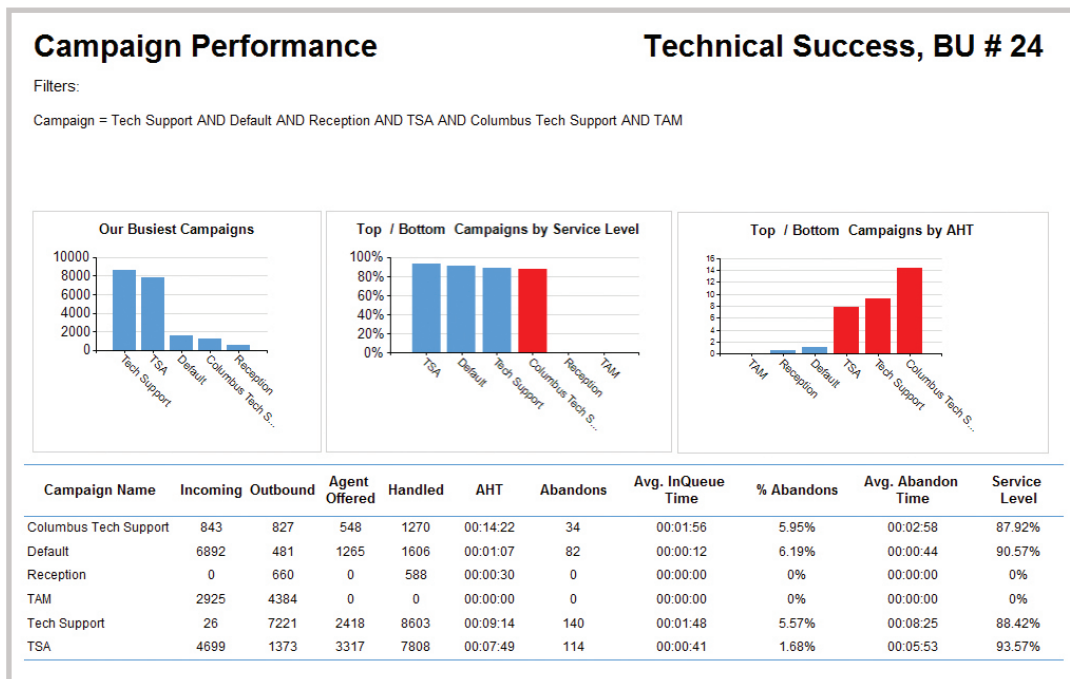
## Get quick and easy access to information

Building reports can be a time-consuming task that requires special expertise, but not with inContact Reporting. Pre-built reports give you instant access to information and immediate value, and it's easy to create custom reports to satisfy your unique business requirements. Sharing information is simple and safe with the ability to securely send information and control access.

- Choose from more than 50 pre-built reports, available out of the box, to gain quick access to information on agents, outbound campaigns, customer contacts, IVR, skills, SLA, and more.
- Create custom reports easily by selecting from over 180 out-of-the box metrics.
- Comprehensive filter settings ensure relevant information for everyone, from agents to executives.

## BENEFITS

- Get actionable information out of your inContact investment on Day 1.
- Easily create custom reports to fulfill your company's unique requirements.
- Create a real-time early warning system so you know when action is needed.
- Use your existing reporting expertise to address advanced reporting needs.
- Maximize the value of your contact center data by augmenting it with information from other systems.



Pre-built reports deliver value out of the box.

### Take early action

Many contact centers struggle with issues unnecessarily escalating out of control, because they aren't aware of them until it's too late. inContact Reporting real-time dashboards give you instant, relevant information across a wide range of contact center roles so you always know when action is needed.

- Track key metrics such as agent status, service level, skill performance, and customer contacts with pre-configured, real-time widgets.
- Combine real-time and historical information to understand when something out of the norm is happening.

### Amplify your reporting efforts

It's no longer difficult to pull data from external systems for use by reporting experts and business intelligence systems. With inContact Reporting you can automate and streamline the secure flow of inContact data to these systems, which increases its value and transforms it into a company-wide asset.

- Get the most recent information with Direct Data Access for intraday and historical reporting and hourly data roll-ups.
- Extract data and store it in a data warehouse to be accessed by in-house tools.
- Utilize reporting APIs for programmatic access to data.

## KEY FEATURES

### Pre-defined Reports

- Run visually stunning, pixel perfect reports optimized for visual presentation, printing, and sharing.
- Easily analyze reports using a blend of graphics for quick performance comparisons and table views for detail data.

### Custom Reporting

- Create and share a virtually unlimited number of report templates.
- Point-and-click to choose from available statistics and to apply filters.
- Select from different output file formats, schedule reports to run at defined intervals, and distribute via email or secure FTP.

### Direct Data Access

- Get direct access to summary and contact detail data through a secure connection into your business unit data model.
- Create, save, and distribute an unlimited number of historical reports.
- Use Microsoft Excel to tailor reports to your business needs.
- Ensure access to the most recent data with intraday and historical reporting with automatic data roll-ups.

### About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: [www.inContact.com](http://www.inContact.com)

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070  
 tele | 888.896.7227 intl | 614.340.3346 email | [info@inContact.com](mailto:info@inContact.com) web | [www.inContact.com](http://www.inContact.com)