



TOTAL VISIBILITY INTO MICROSOFT TEAMS CALL QUEUES, AUTO ATTENDANTS, AND UC PERFORMANCE



WHAT IT DOES:

REAL-TIME & HISTORICAL INSIGHTS

- ✓ Analyze Call Queue (CQ) and Auto Attendant (AA) performance across your organization
- ✓ Improve call handling times and boost agent productivity
- ✓ Understand company-wide Unified Communications (UC) consumption patterns

CUSTOMIZABLE, ROLE-BASED DASHBOARDS

- ✓ Role-specific access from agent to supervisor
- ✓ User-driven reports tailored to individual needs
- ✓ Empower agents with self-service analytics

COMMON BUSINESS CHALLENGES:



Low UC Adoption

Identify underutilization and target training to maximize ROI



Remote & Hybrid Workforce Management

Track usage and productivity — regardless of location



Lack of UC Performance Visibility

Gain insight into call handling, agent responsiveness, and queue efficiency

KEY UC

ANALYTICS FEATURES:



Actionable trend data for inbound/outbound calls



Dashboards with customizable date ranges



Automated, configurable reports for operational efficiency



Direct filtering for granular views

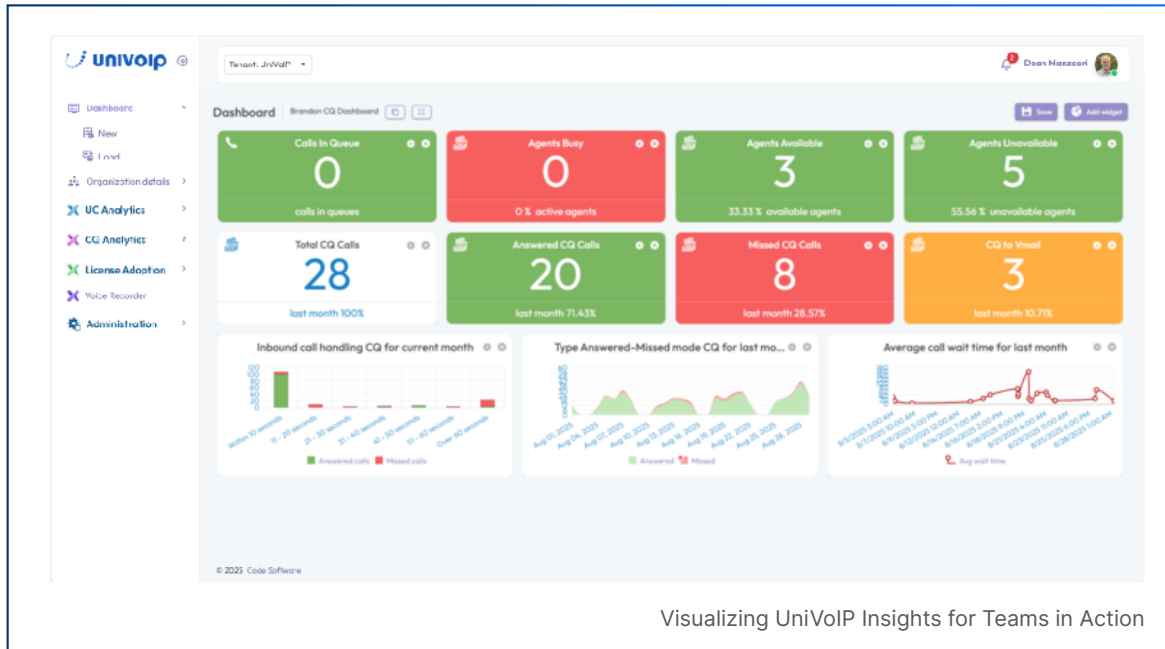


CALL QUEUE & AUTO ATTENDANT DATA INCLUDES:

- ✓ Summary of all CQs and AAs
- ✓ Answered vs missed call rates
- ✓ Agent performance tracking
- ✓ Click-through analysis for deeper insights

WHY IT MATTERS

Gain clear, actionable visibility into Microsoft Teams calling activity — **company-wide**.



WHO BENEFITS:



Supervisors & Managers
Access high-level metrics and agent trends



Team Leaders
Monitor performance and queue health



Agents
Use self-service tools to improve personal performance

WHY IT'S DIFFERENT:

- ✓ Cradle-to-grave reporting shows the full journey of each call
- ✓ Intuitive, easy-to-navigate UI
- ✓ Role-based access for secure data visibility
- ✓ Tailored user experience for varying reporting needs
- ✓ Scalable across teams and departments

READY TO TURN MICROSOFT TEAMS DATA INTO ACTIONABLE INSIGHTS?

Contact us today to learn how UniVoIP Insights for Microsoft Teams can help your organization boost productivity and optimize communications.

