XELION REPORTING SOLUTIONS 3 80%

Xelion comes complete with 4 levels of reporting to cater for all business types and needs.

From easy to access wallboards, web-based graphs to complex tailored database interrogation, Xelion can meet the demands of every organisation.

All reporting modules are included in your Xelion experience as standard.

QUERY TOOL

The powerful query tool allows for interrogation of the entire database without restriction.

Data can be exported on an ad-hoc basis or via a schedule. Exported data is ready to be imported into metrics tools including Excel, Power BI, Tableau, and many others.

Visibility of queries can be given to regular Xelion users with restrictions on what they are permitted to see.

CONTACT US

CALL 03333 048 290 MAIL sales@yappl.com VISIT https://www.yappl.com

WALLBOARDS

Wallboards offer real-time visibility of an individual,

department or teams communications.

Designed primarily for inbound calls queues, our interactive boards allow managers to drill down on how many calls have been answered, or missed, improving overall business performance.

Display all your core metrics on a big screen at no extra cost.

WEB



Web reporting is a series of pre-built online graphical reports that give quick and simple visibility of any group or users activities.

11s

92

12s

18

0

3m25s

74

managers can monitor a team or any individual's performance in easy to read charts and data sets.

AUTOMATED REPORTS

Automated reports provide more complex statistics and allow for a deeper understanding of call groups, and individual user activity and performance.

Once automated within the admin console, reports will generate on a preschedule (weekly or monthly) and are sent via email to a list of users.

XELION										8	3
Sales To	eam O	ver	view								
Internat yes Externat yes	Period 01-01-0001										
	Inbound				Outbound				Total		
User	Average Answer Time	Number Of Cells	Total Duration	Average Duration	Number Of Galla	Total Answered	Total Duration	Average Duration	Number Of Calls	Total Duration	Averag
User Lou Reynolds	Average Account Time 00:00:07						Total Duration 02:45:43	Survisor Duration 00:02:05			Duratio
	Answer Time	Of Colle	Duration	Duration	Celle	Answered	Duration	Buration	Calls	Duration	Averag Dunnin 00:01:
Lou Reynolds	00:00:07	Of Colls	Duration 04:32:18	Duration 00:01:46	Gelle 452	Anoward 79	Duration 02:45:43	00:02:05	Calls 606	Duration 07:18:01	00:01: 00:03:
Lou Reynolds Carl Homes	00:00:07 00:00:08	154 604	04:32:18 49:35:57	00:01:46 02:04:21	Gelle 452 1964	79 981	02:45:43 60:40:21	90:02:05 90:03:43	606 2648	07:18:01 110:24:10	00:01: 00:03: 00:03:
Lou Reynolds Carl Homes Claire Roberts	Answer Fitne 00:00:07 00:00:08 00:00:06	154 604 769	04:32:18 49:35:57 45:34:14	00:01:46 02:04:21 00:03:33	Gelle 452 1964 2204	79 581 1283	02:45:43 60:49:21 72:57:56	00:02:05 00:03:43 00:03:24	506 2648 2973	07:18:01 119:24:18 118:32:19	00:01:

These reports can also be viewed by managers and team leaders via the desktop application.

