



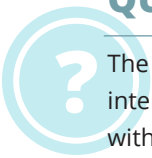
XELION REPORTING SOLUTIONS

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

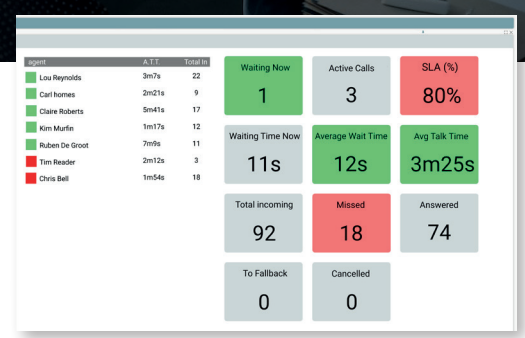
CALL 03333 048 290
MAIL sales@yappl.com
VISIT https://www.yappl.com

WALLBOARDS

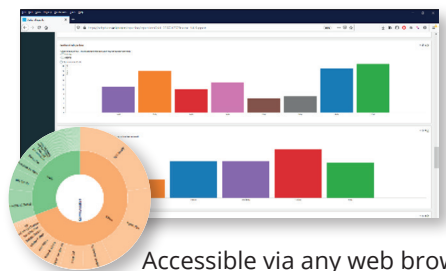
Wallboards offer real-time visibility of an individual, department or teams communications.

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.

Accessible via any web browser from any device, 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.

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

