



SonataSuite
Stats

More intelligence,
and better results for
your Call Center and
Agents efficiency

- Improve decision making
- Get powerful insights
- Track wait times
- Amazing report features
- And more...

Full Communication Power With VitalPBX Apps



vitalpbx.com

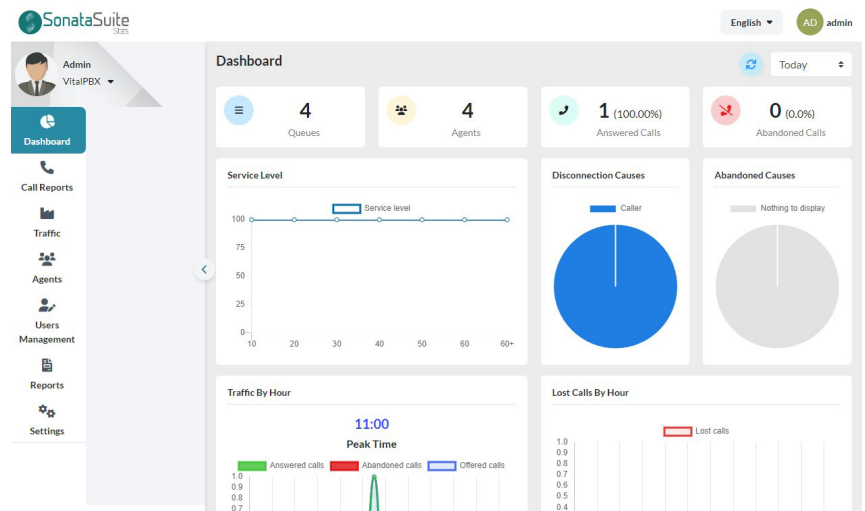




A powerful tool to generate stats for inbound and outbound calls in your call center.

Ultra-fast queries to generate data as fast as possible without overusing system resources.

Track calls by events and see each place the calls have been through.



Reports Available and exportable to Excel, CSV, or PDF

Call Reports

- By Queue
- Abandoned Calls
- Answered Calls Details
- Outgoing Calls Detail
- Summary
- Service Level
- By Agent
- Lost Calls by Agent

Traffic

- By Hour
- By Day
- By Day of the Week
- By Month
- Lost Calls by Hour

Agents

- Session Detail
- Availability
- Session by Hour
- By Hour



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