

NEC'S INREPORTS IS AN ALWAYS-ON, EMBEDDED APPLICATION, PROVIDING DASHBOARD REPORTS OF YOUR ENTIRE COMPANIES' CALL EFFICIENCY.

This low cost, easy to use solution monitors your system all day, every day. This provides real-time statistics enabling greater productivity, lower costs & enhanced customer service.

Call Lists, Reports, Graphical Data and Wallboards can be viewed in a Web Browser and are available 24/7. Up to 90.000 call records per year can be stored internally on your system without the need for extra hardware. Reports are pre-defined or easily customised and can be analysed via a department, user or call type. Reports can be displayed as graphs and also exported as csv files.



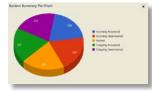


InREPORTS USER & BUSINESS BENEFITS

- > Monitor your entire companies communications
- > Measure and manage your productivity & efficiency by department, individual, etc
- > Manage customer service levels e.g reducing call abandonment rates, matching staffing levels
- > Increase transparency of call activity helps create

a positive deterent of business call abuse

> Motivate teams with real-time wallboard call statistics





- > 24/7 call analysis
- > Data presented graphically
- > Multiple users viewing the same data

As one of NEC's InApps solutions, features include:

- > Built-in/embedded application
- > Browser-based & available 24/7
- > Extremely cost-effective
- > No extra PC/Server required data is stored on the CPU
- > Save on hardware costs & IT maintenance









Orchestrating a brighter world





SPECIFICATION

InReports provides pre-defined reports of all your call activities plus a large number of easily customised views, reports and graphs. View summaries or drill down for specific vital call information.

Call Types

Pre-defined call types including: All Calls, Incoming, Incoming Unanswered (Abandoned), Outgoing, Internal, Barred

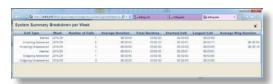
Call Details

Trunk number, Extension Number/Name, CLI Number/ Name, DDI Number/Name, Call/Ring duration, Account codes, Time & date, Transfer information

Call Lists

- > Time defined reporting; date/time range
- > Show specific call types
- > Group by DDI, Extension, Trunk
- > Sort by any of the Call details
- > Save Call lists templates

Reports



- > Pre-defined reports These can be broken down into weekly, daily or hourly reports & even device type
- > Standard reports System, Extension, Trunk
- > Summary reports System, Extension, Trunk
- > Export reports to CSV file
- > Call Costing: Displays costs associated with outbound calls - enables managers to monitor staff costs

Charts

Graphical representation includes:

- > Pie Charts Call Types
- > Bar charts Summary / Per Hour



Configurable User accounts

Define the access to InReports features:

- > Configuration settings
- > Reports
- > Real Time Screens
- > Call Lists

Wallboards



Real-time statistics displayed in large tiles for trunks, DDIs & extensions:

- > Total Answered
- > Average Answer time
- > Total Unanswered
- > Average ring duration
- > Outgoing
- > Average Outgoing duration

Call Data Storage

- > SV9100: 3MB up to 90,000 calls per year
- > SL2100: 0.5MB up to 15,000 calls per year
- > Calls are automatically deleted after a period of up to 1 year - eliminates storage issues & IT 'housekeeping'
- > Anonymise Call Records: Telephone numbers can be removed from call records - ideal for GDPR compliance

System Requirements NEC Systems

- > SV9100: System software V5.00 or higher
- > NEW! InReports now works independently without an internet connection

Supported Browsers

> Chrome, Firefox, Internet Explorer 11, Edge

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