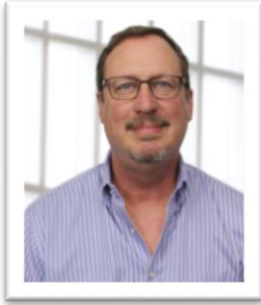


Virtual Office Analytics

Introduction for 8x8 Customers



Today's Speakers



Mike Reinhart
Sr. Product Marketing Manager, 8x8, Inc.



David Leach
Business Communications Consultant, 8x8, Inc.

It's ALL About Solving Business Problems

- **Grow Revenues**
- **Reduce Expenses**
- **Enhance Productivity**
- **Reduce Churn**

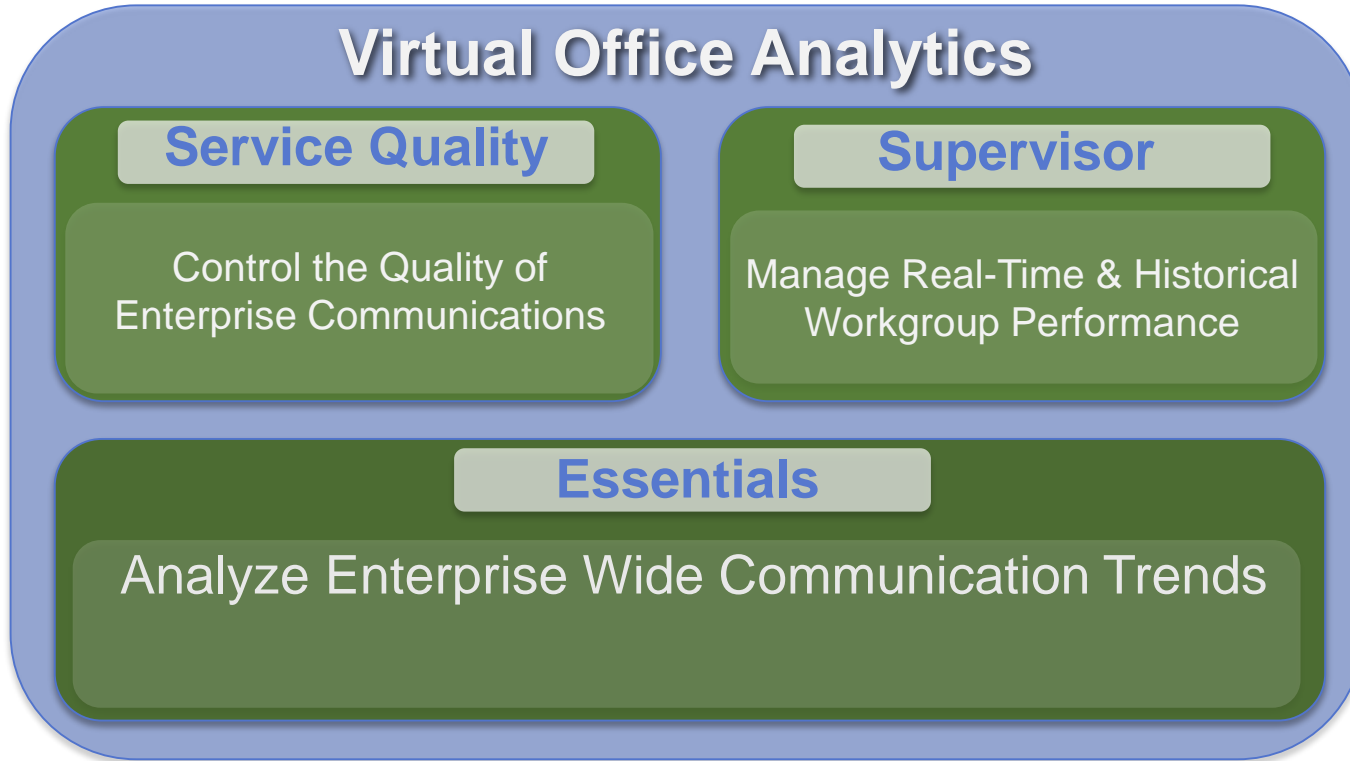


Virtual Office Analytics

A robust suite of enterprise analytic and reporting tools that provide intelligent and actionable insights about your business, viewable on any device.

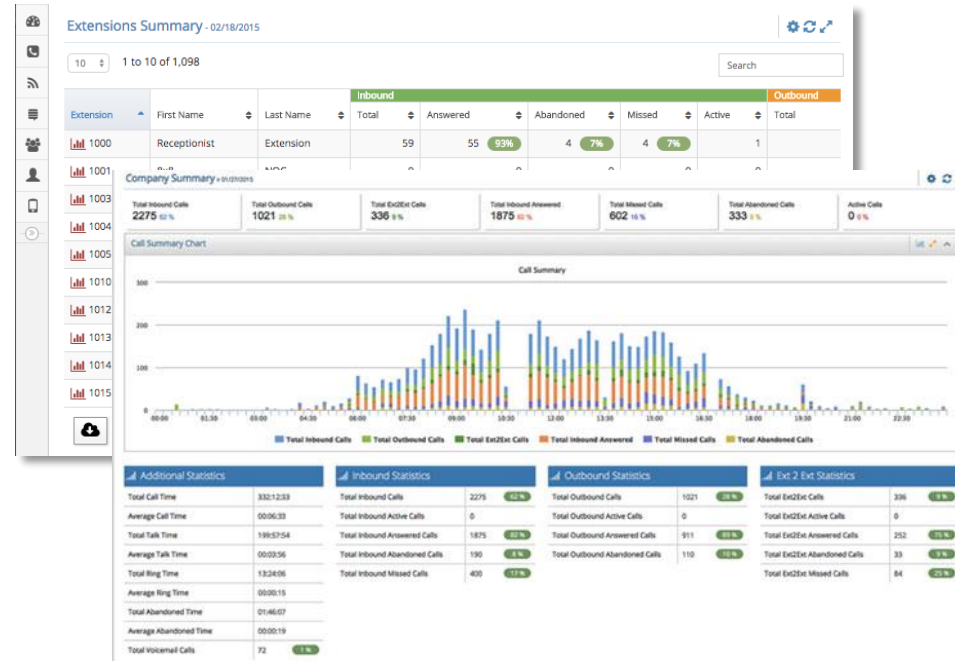
- **“Essentials”** – Enterprise wide Communication Trend Analysis
- **“Supervisor”**- Real-Time & Historical Workgroup Performance Management
- **“Service Quality”** – Quality of Communications Control

Virtual Office Analytics Suite

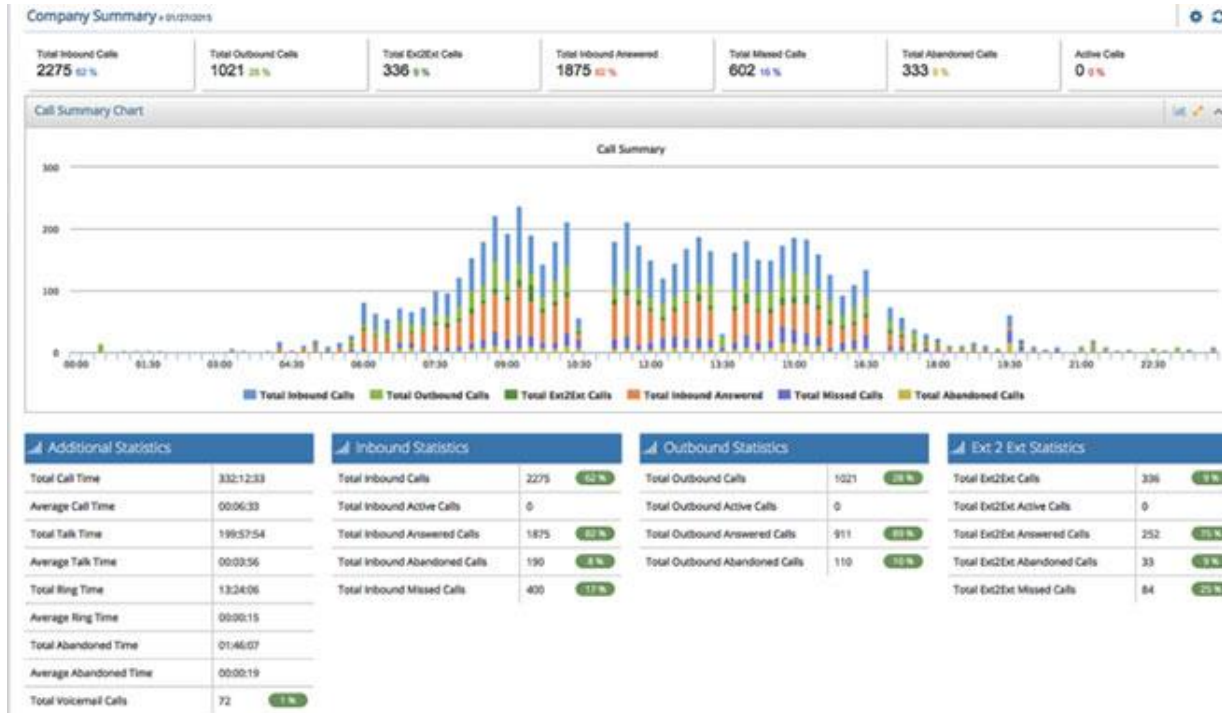


Virtual Office Analytics: “Essentials”

- Easily Spot User and Caller Trends, Company-wide
- Broad Focus across entire PBX
- Reports Include:
 - *Company Summary Dashboard*
 - *Extension Summary*
 - *Call Detail Records*
 - *Active Calls*
 - *Unreturned Calls*
 - *Calls by DID*



Virtual Office Analytics “Essentials” Demo



Analytics “Essentials” Review

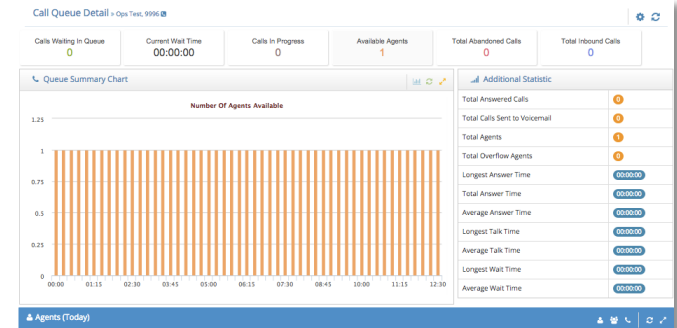
■ Use Cases

- Managing Individual and Workgroup Effectiveness
 - Real-time reports on who my people are talking to, for how long, inbound or outbound, unreturned calls?
 - Historical reports on each user’s performance to goals/SLA’s
- Identify and Manage Trends
 - Reporting on Current Conditions vs. Historical Benchmarks
- Matching Staffing to Customer Call Volumes
 - Call Reports on Time of Day, Day of Week, Seasonal Anomaly Trends
- Campaign Effectiveness
 - Reports on number of calls received, when, missed, abandoned, unreturned
- Managing Customer Experience
 - Unreturned/Abandoned Calls

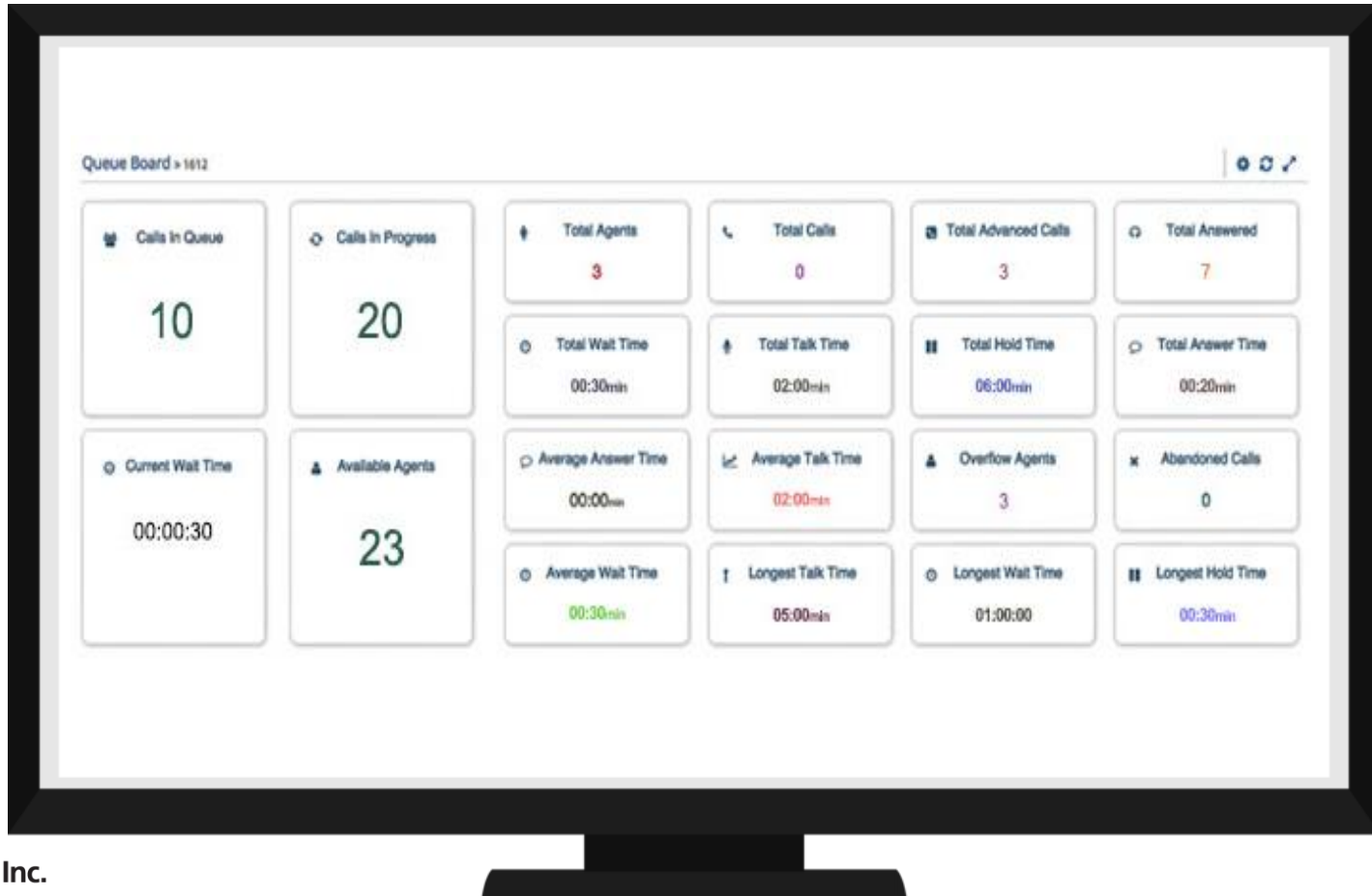


Virtual Office Analytics: “Supervisor”

- Manage Real-Time & Historical Workgroup Performance
- Sell to: Workgroup Managers
- Micro focus on Queues and Ring Groups
- Reports include:
 - Queue Board
 - Queue Listing
 - Queue Detail
 - Queue Call Data
 - Ring Group Call Data



Virtual Office Analytics “Supervisor” Demo



Analytics “Supervisor” Review

■ Use Cases

- Managing Individual and Workgroup Queue Effectiveness
 - Real-time details on any and all queues- SLA's/KPI's
 - Historical reports on each Ring Group user's performance to goals/SLA's

- Identify and Manage Trends
 - Reporting on Current vs. Historical Benchmarks

- Matching Staffing to Customer Call Volumes
 - Call Reports on Time of Day, Day of Week, Seasonal Anomaly Trends

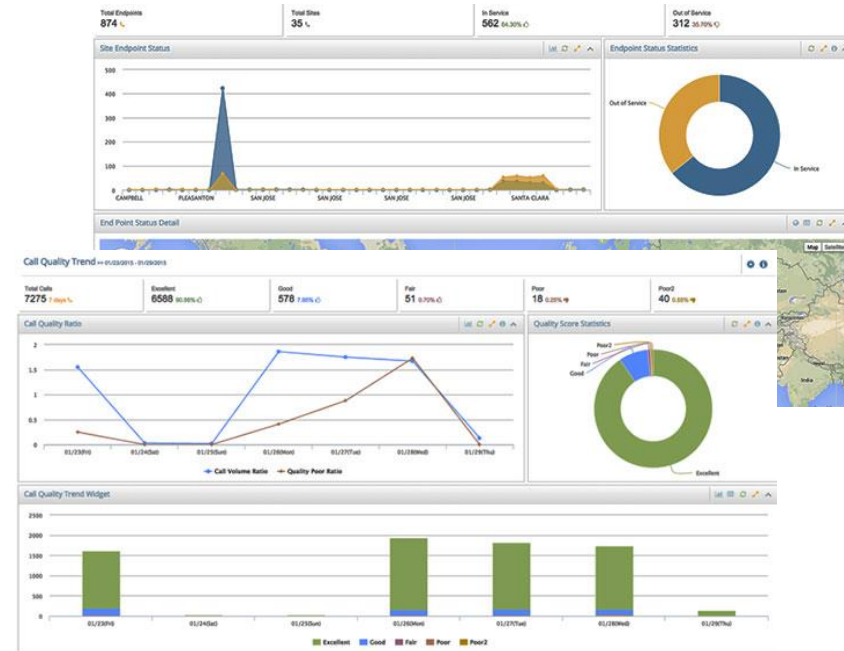
- Campaign Effectiveness
 - Real-time team performance against SLA's/KPI's
 - Historical team performance against historical benchmarks

- Managing Customer Experience
 - Queue and Ring Group data correlated to Customer Commitment Metrics

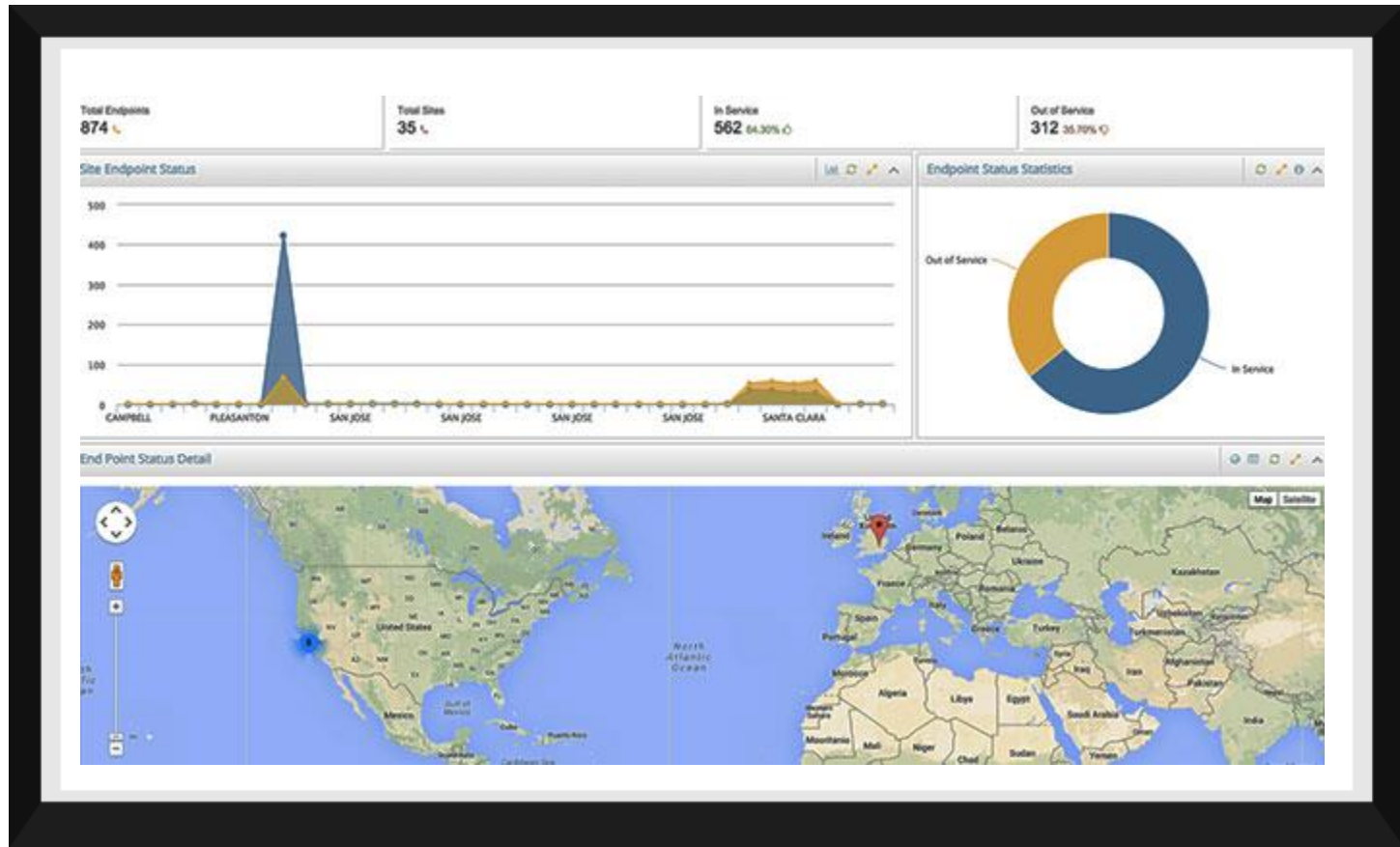


Virtual Office Analytics “Service Quality”

- Control the Quality of Enterprise Communications
 - See every end point on the network
 - Easily spot outages to route traffic to the right resources
 - Determine optimal network availability for global call traffic
 - Utilize troubleshooting tools and in-depth analytics to ensure users have the best customer experience
- Sell to: IT Professionals



Virtual Office “Service Quality” Demo



Analytics “Service Quality” Review

■ Use Cases

- Managing Users and Customer Call Performance
- Identifying Call Quality Sources
- Emergency Preparedness/Disaster Recovery
- Traffic Monitoring and Network Capacity Planning

Review

Virtual Office Analytics

Essentials

Supervisor

Service Quality

Macro to Micro

**Micro Real-time &
Historical**

Global Quality Control

Connect with 8x8

For more information call
Your 8x8 Account Team



Thank You!

