

How do you know which Brightmetrics modules you need?



Are you wondering which Brightmetrics modules would suit your organization best? Here's our simple guide to help you make the right choice.

CORE

The Core UC Analytics module is the baseline - every customer needs Core at the minimum for your Mitel MiVoice Connect. It allows for you to run historic analytics around user activity, hunt groups, work groups, trunk activity, configuration information or any other information from the Core UC system.

CORE + REAL TIME

Real Time is for you if you use work groups and/or Mitel MiVoice Connect Contact Center. With this module, you can monitor your queues live to see how many calls are stacking up and what your agents are actively doing. For ECC, you can manage agent statuses by having the ability to log them in and out of queues or release/resume them.

CORE + ECC + REAL TIME

ECC applies to you if you are a MiVoice Connect Contact Center customer. If you have ECC, you want this module. It allows for historical data analysis around Agents, Groups, Services and IVRs. It is a significant step up from the native Mitel MiVoice Connect Contact Center solution.

[CLICK HERE FOR A FREE TRIAL!](#)

Still unsure about which combination works for you? Reach out to support@brightmetrics.com.

