Features & Benefits

Core UC Analytics

It's not like any Mitel (formerly ShoreTel) analytics tool you've seen before. Derive actionable business insights from your Mitel MiVoice Connect Phone System with the Core UC Analytics module.

ECC

Take your enterprise contact center analytics to the next level with the ECC add-on to the Core module. With customizable reports and dashboards in a single pane of glass that go from cradle to grave to make better business decisions with.

Real Time

Get analytics about the customer experience as it happens. Real Time is the perfect add-on to the Core module for teams who need to access insights immediately to make on-the-fly decisions about their team and performance.

BENEFIT	FEATURE	CORE	ECC	REAL TIME
Simple to Deploy and Effortless Maintenance	**Quick and easy deployment unlocks advanced analytics**. Within minutes you and your team will be able to drag and drop, slicing on the fly with seamless drill through capabilities all the way down to a complete Cradle to Grave on any call.	X	X	X
	No additional infrastructure required 10 minutes to set up, no additional servers needed (**ECC module requires Mitel Contact Center Agent Activity Event Feed Web Service)	X	X*	X
	Brightmetrics Summary data storage stores the aggregate fields for quick, efficient presentation. Summarized data is stored in cloud servers (for 3 years). Our services storing this data to power the Summary reports (~80% of reports run) ensure that queries for those reports never touch your Mitel MiVoice Connect server when they run, thereby reducing load on your infrastructure significantly!	X	X	
	Completely **hosted cloud-based reporting & analytics** means Brightmetrics shoulder the load of performance, infrastructure, access, technical support... you name it, the perspectives are **provided to you as a true turnkey service.**	X	X	
	No software maintenance required means no planned migrations to new versions, no dependencies for you to **benefit from the latest and greatest Brightmetrics has to offer** in the services you're subscribed to.	X	X	X
Access On Demand, When and Where You Want It	Complete "anywhere" access: doesn't require a VPN, client software, or plug ins. Fully hosted, cloud web **browser based reporting and dashboards** using only HTML standards.	X	X	X
Capability to Completely Customize Perspectives Important to your Organization	**Complete Customization through configurable option**: Start from scratch or begin from a vast array of templates provided in Dashboards and On Demand Reporting to **build out, save and share your customized reports and visualized data perspectives on dashboards**	X	X	X
Effortless creation and modification of reports through flexible drag and drop Analytics User Interface and Drill Downs	**Creating custom reports can be done even from the analytics view**, when you've drill down through a chart to expose deeper insights! That view is often a valuable perspective to save, so go ahead in Brightmetrics and click to save it as a report you can easily get to later.	X	X	
	Exhaustive Report filtering options including, among many others, the ability to filter and break out reports by User Group, Site, Group Proxy, etc.	X	X	
	Multi-level dynamic drill down reporting: Take the perspective from top level trends in visualization and dial down to the level of a single call Cradle to Grave graphic.	X	X	X
	Easy and flexible "Drag and drop" report building & analytics allows you to see all the dimensions and values available that are important to you, how you want to see them.	X	X	
	Interactive graphs / charts - Brightmetrics believes in providing data visualization and charts that allow you to mouse over to **see correlations along time series of multiple charts, zoom in and out of chart perspectives, dial through the chart to expose the on-the-fly data analytics engine** with all the data informing the visualization!	X	X	

BENEFIT	FEATURE	CORE	ECC	REAL TIME
Enables Timely, Informed Decisions in the Moment	Brightmetrics **Real Time Dashboards Service provide in-the-moment common operational pictures** that enables managers and all team members to make better informed decisions and adjust work to align with organizational goals. **Calls in queue, agent statuses, current average queue time, and much more are available Real Time perspectives** that can leverage our data sources for MiVoice Connect, MiVoice Connect Contact Center, Trunk utilization, etc.	X	X	
	Visual and Audio alerting for Real Time allows you to **configure thresholds that signal in configurable audible and visual ways when these thresholds are approaching breach and when they've been exceeded**			X
	Real Time Ticker feature can be used to **immediately broadcast, via the dashboard, a variety of messages, allows you to update** these messages, and to update the message once the dashboard has been enabled **via SMS** so the management team has the ability to adjust or change messaging while on the move			X
	Real Time Dashboard ECC: **Call Center Group Supervisor (CCGS)** - Effect changes to Groups and Agents directly from Brightmetrics!			
Complete Operational Strategic and Tactical Picture in One Place	Single Pane of Glass provides **one login/view to get access to Core (Summary & Detail reporting), ECC (Summary & Detail Reporting), Real Time (Core & ECC)** etc.			X
	Report templates and options for **MiVoice Connect Contact Center reporting are extensive with all the features** of our Core reports and dashboard service **including analytics, drill-throughs, cradle to grave call record visualization,** etc.	X	X	X
	Extensive Mitel hunt group reporting		X	
	Over 600 reporting dimension and value metrics available to pull into your custom perspectives	X	X	
	Mitel **inventory reporting** quickly helps you understand how your Mitel MiVoice Connect system is configured across the organization. Inclusive in this are **Call Handling Modes, DID/DNIS destinations, Switch/phone/license inventory**	X	X	
	Agent login / logout reporting	X		
	Our **User by Group reports** allow you to get Super group reporting (bring back this loved Mitel feature)	X	X	X
	DNIS allocation reporting	X	X	X
	Comparative reporting allows you to juxtapose dates/ranges in both Dashboards or report perspectives to **compare volumes and metrics to time periods vs previous time periods**	X		
	Both **summary and detail view report readily available online**	X	X	
	Visualize the journey of caller's experience with your organization through the **graphical cradle-to-grave reporting**	X	X	
	Several **System specific template reports** and endless combinations of customization through adding/removing dimensions and values **allow you to keep a perspective on your call traffic measurements at trunk group / member**	X	X	
	Visualize the data through charts and dashboards **customized to your unique needs that allow you to trend, forecasting, track moving averages** to get a better view of historical volumes	X	X	X
Democratize Data and Share Important Common Perspectives	Unlimited Users & Share Your Reports and Dashboards with ANYONE with an email address! **No limit to the number of end users who have access to log into Brightmetrics services**. Need to send data perspectives to someone on a regular cadence who isn't an active Brightmetrics user? **Send reports and dashboards to anyone with an email address**	X	X	
	Publish dashboards allows you to configure a URL link for embedding or viewing on anything with web access and an Internet browser outside of the Brightmetrics service interface. This feature is often used for **customizable wallboard displays**	X	X	X
	Tab based dashboards allows users to have easy access to see multiple different dashboards, configured with perspectives specific to different groups or roles that are important to them.	X	X	X
	Easily **setup multiple unique email schedules for even one report with customized filters** and templates for Core and ECC. Deliver in your choice of format Excel/PDF/CSV	X	X	
	Export report from the Brightmetrics service interface to Excel/PDF/CSV	X	X	

BENEFIT	FEATURE	CORE	ECC	REAL TIME
Tailored User Experience and Access	**Flexibility in User level security / permissions per report/ dashboard.** Easily share or obscure dashboards and reports among users with specific permissions and sharing configuration for each user	X	X	X
Predict Insights into Call Volume and Staffing Levels	Insights - Staff Forecasting allows you to schedule a report delivered to you weekly that helps you **predict your expected call volumes by days and hours**, and gives a recommended starting point for **how many agents to staff through calculation of your average handle times and target wait times**	X	X	