![Kalliope analytics logo]

How much do you know about your company's call traffic flows?

Have you ever thought about accessing a real treasure, your **repository of data** (so far untapped) through which you can finally optimize your business processes?

The advanced reporting module of the Kalliope Nexus platform

Transform your call data into valuable insights with Kalliope Analytics, the advanced reporting module that offers a comprehensive and detailed overview of your company's phone resource usage.

Kalliope Analytics collects all the data gathered from **CDRs** (Call Detail Records), processing it into **graphs** and **reports** that provide a simple, fast, and intuitive way to analyze call performance within your company.

The module is structured into two main sub-modules, both divided into sections. The first sub-module collects and processes data from CDRs, while the second does the same for Call Center data. The section structure is very similar in both cases, with an initial dashboard followed by various report sections. The collected data is then processed and made available to the different report groups (CDR or Call Center) within the various sections into which they are organized.

Data at the core of everything

Kalliope Analytics allows you to collect all data gathered from CDRs to provide a detailed analysis of your company's phone resource usage.
In particular, the Kalliope Analytics module allows you to have:

- Professional yet intuitive reports
- Effective and accurate graphs
- Clear and comprehensive dashboards
- Customizable reports
- Exportable data tables

Communication made easy
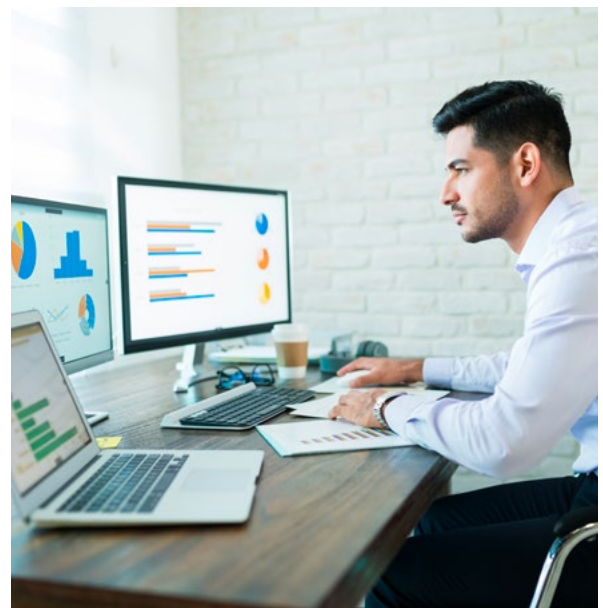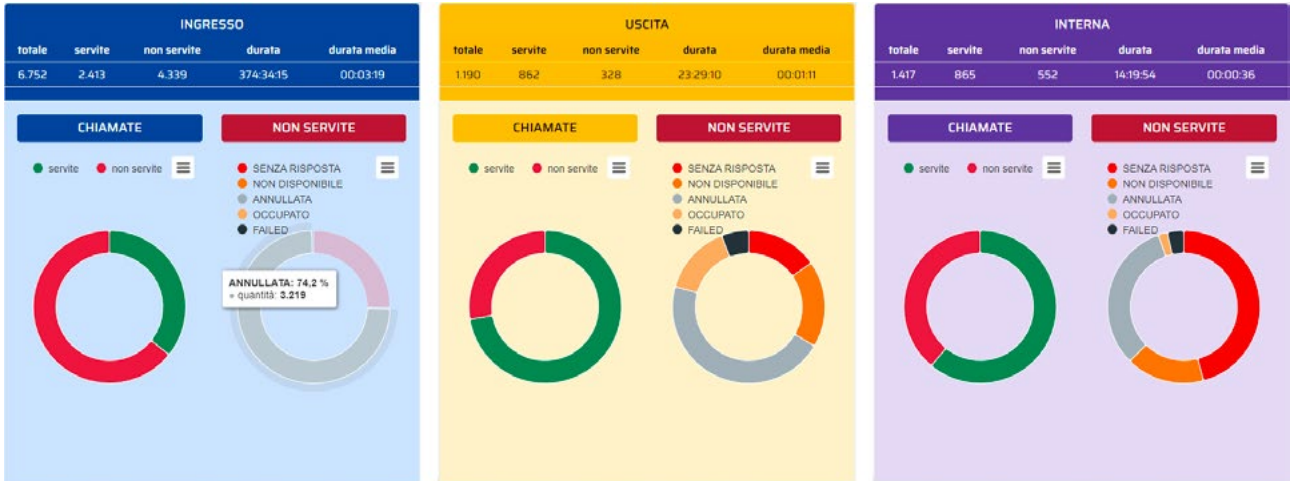
Dashboard: an initial glance	This dashboard provides an overview of incoming, outgoing, and internal calls. It includes pie charts showing the percentage and quantity of answered and unanswered calls for each category and details on unanswered calls (no answer, unavailable, canceled, busy, and failed).
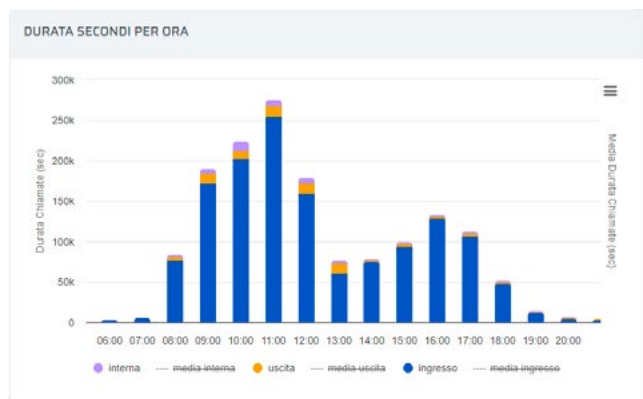
Call flow trends	The dashboard includes charts that display the quantity and total duration (in seconds) of calls received on a specific day and time.

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QUANTITÀ PER GIORNO DELLA SETTIMANA

DURATA SECONDI PER GIORNO DELLA SETTIMANA
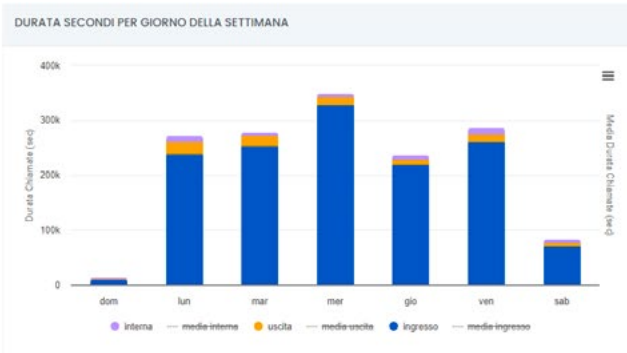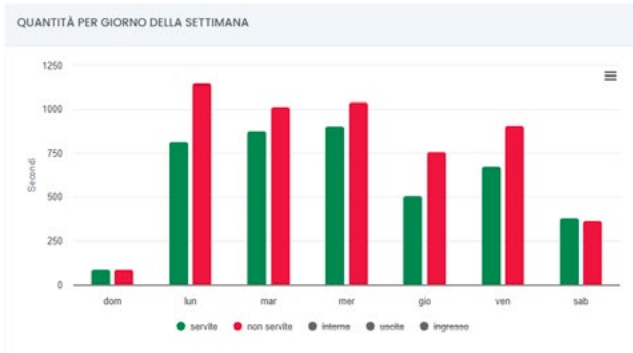
| **Weekly distribution** | Breakdown that allows for data analysis (number of calls and their duration) divided by day of the week. |

TOTALE　⬇ ESPORTA XLSX

| DATA	servite	non servite	INGRESSO						USCITA			INTERNA		
			servite	non servite	tempo totale	tempo attesa	tempo conversazione	% tempo attesa	servite	non servite	tempo totale	servite	non servite	tempo totale
01/12/2023	373	330	189	247	21:37:23	14:37:08	07:00:15	67.61%	89	37	02:05:48	95	46	01:45:46
02/12/2023	117	94	68	72	05:08:44	05:06:41	00:02:03	99.34%	22	7	00:32:00	27	15	00:27:31
03/12/2023	15	14		8	00:12:09	00:12:09		100%	7	1	00:05:47	8	5	00:06:45
04/12/2023	372	763	176	683	37:41:47	30:34:34	07:07:13	81.11%	103	35	03:24:27	93	45	01:26:29
05/12/2023	371	485	250	440	34:32:29	25:09:55	09:22:34	72.86%	76	27	02:26:45	45	18	00:38:34

| **Report by date** | The scenario shown in the charts is further detailed in a table, which breaks down answered/unanswered calls, incoming, outgoing, and internal calls. The table also allows you to export data in XLSX format. |

RIPARTIZIONE SETTIMANALE　⬇ ESPORTA XLSX

GIORNO	servite	non servite	INGRESSO						USCITA			INTERNA		
			servite	non servite	tempo totale	tempo attesa	tempo conversazione	% tempo attesa	servite	non servite	tempo totale	servite	non servite	tempo totale
dom	15	14		8	00:12:09	00:12:09		100%	7	1	00:05:47	8	5	00:06:45
lun	372	763	176	683	37:41:47	30:34:34	07:07:13	81.11%	103	35	03:24:27	93	45	01:26:29
mar	371	485	250	440	34:32:29	25:09:55	09:22:34	72.86%	76	27	02:26:45	45	18	00:38:34
mer														
gio														
ven	373	330	189	247	21:37:23	14:37:08	07:00:15	67.61%	89	37	02:05:48	95	46	01:45:46
sab	117	94	68	72	05:08:44	05:06:41	00:02:03	99.34%	22	7	00:32:00	27	15	00:27:31

| **Report by day of the week** | The weekly distribution is also presented in a table with the same level of detail and export options in XLSX format. In addition to the reports available in the Dashboard, customized reports can be created based on desired parameters. |

Communication made easy
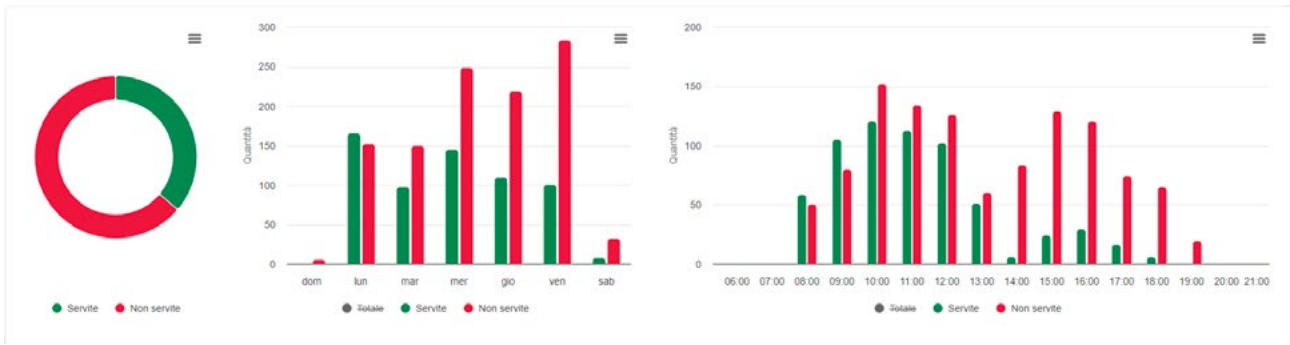
| Unanswered calls chart | The pie chart and hourly/weekly distribution allow for quick identification of the most critical periods. |

| Queue statistics | The analytical report provides a more detailed view of the overall scenario, highlighting the status of various queues. |

| Queue details | Each individual queue can be further analyzed by examining the call flows related to each extension. |

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