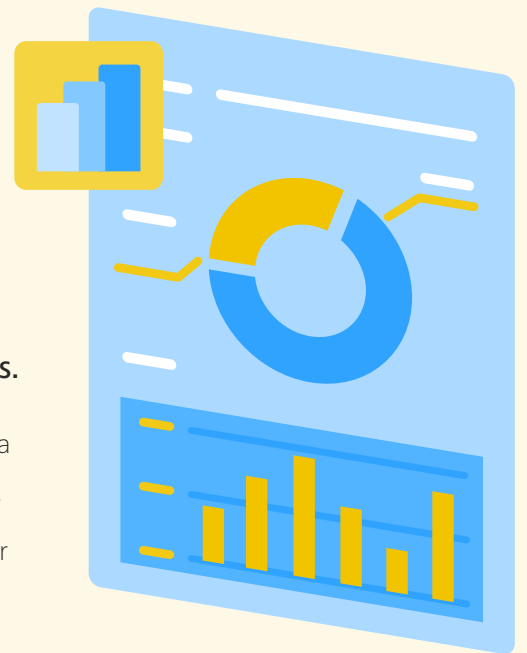


ice Contact Center and Microsoft Power BI

Create interactive, data-rich reports to unlock deeper insights.

Are you spending a lot of time manually manipulating your contact center data to create the perfect reports for your needs? iceReporting has over 100 out-of-the box reports ,but sometimes you need something more customized for your needs. Create your ideal reports with ice Contact Center and Power BI.



What is Microsoft Power BI?

Microsoft Power BI is a business intelligence and analytics tool that allows users to create interactive reports from various data sources such as, your contact center or CRM. Power BI can help you gain insights and make data-driven decisions by visualizing, analyzing, and sharing your data in a user-friendly interface.

Our Power BI integration uses a secure data gateway connection to connect your ice stats to your Power BI environment.

Benefits of ice Contact Center and Power BI

Integrating your ice Contact Center with Power BI can provide several benefits for your business, such as:



Create your own reports

Every organization has unique needs. Easily create new report pages and visuals that matter to your organization. Power BI has two interfaces – web and desktop. The web interface is easy to use for basic tasks while the desktop version can handle the more complicated tasks.



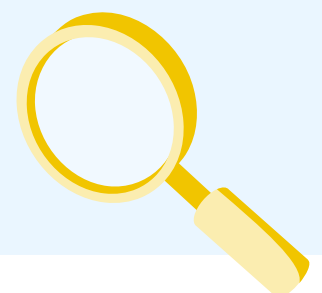
Save time

Eliminate the need to manipulate contact center data repeatedly. Create custom reports in Power BI that show you the information you need to make decisions, and easily refresh the information.



Improve insights

Gain complete control over your reporting. View the key information you seek by leveraging intuitive, user-friendly reports that can drill down on specific data.





Improve knowledge sharing

Easily share reports with upper management, giving them improved insights and enabling them to make data-driven decisions that improve business outcomes. Sharing reports is as easy as sharing a document within the organization. Sharing reports can be enhanced by assigning the destination user to a role, ensuring the report is automatically filtered to display the most relevant statistics for that individual.



Create intuitive and user-friendly reports

Power BI is designed to be easy to use for anyone, regardless of their technical skills or background. You can create stunning visualizations and interactive reports using drag-and-drop features. Customize them to suit your preferences and share them with others in a few clicks. Power BI also offers a variety of templates, tutorials, and support resources to help you get started and learn more.



Enhance customer service

Use ComputerTalk’s out-of-the-box Power BI reports to identify trends, patterns, and outliers in your data and act accordingly. Track key metrics and KPIs such as, abandoned calls, Not Ready Reasons, contacts placed into each queue, and total call duration by agents.



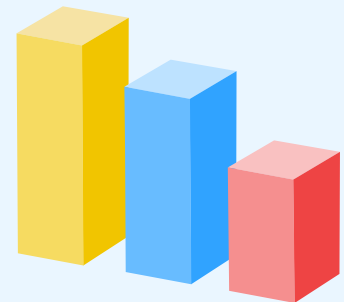
Remain secure

Your ice data is stored within our PCI compliant servers, and the Power BI integration uses a secure connection for your data. This ensures your reports are always up to date while remaining secure.



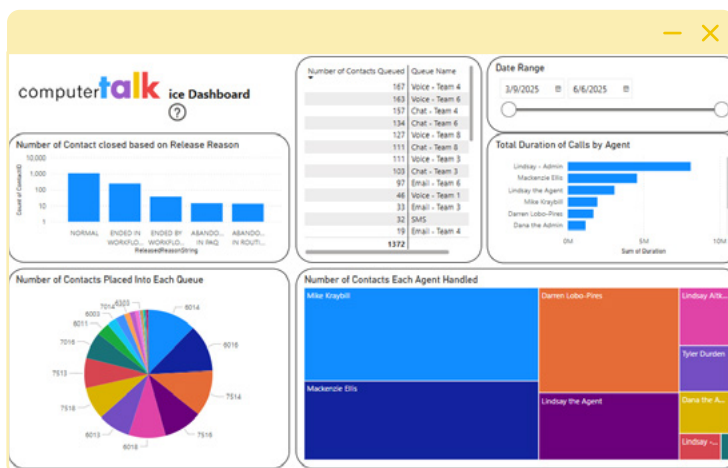
Unify data

Unify data from various applications, such as contact center, CRM, ticketing, or WFM, into interactive reports. By combining contact center and CRM data, you can view how many interactions are associated per CRM case, which agents are updating the CRM information, and many other vital statistics.



Power BI Reports

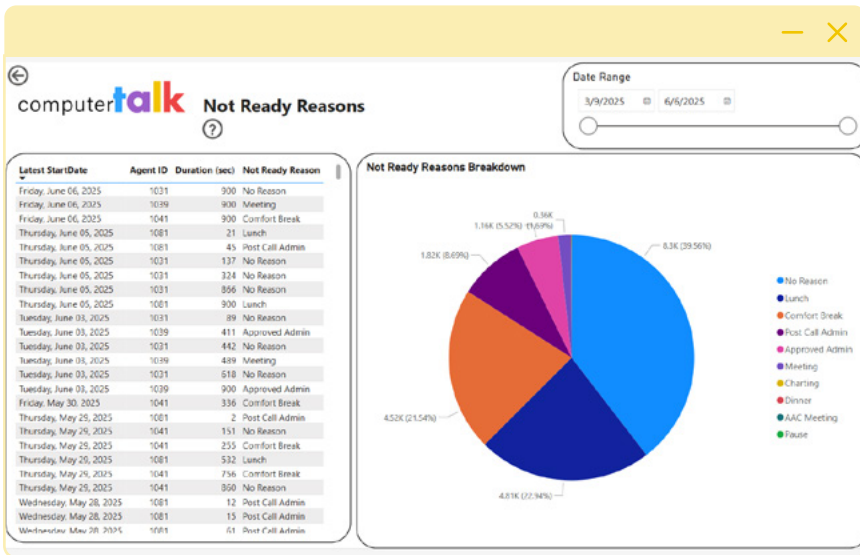
ComputerTalk offers pre-built reports featuring essential contact center KPIs.



ice Dashboard

This report provides an overview of what is happening in your contact center. You can see:

- ✔ Number of contacts closed based on the release reason
- ✔ Number of contacts placed into each queue
- ✔ Total duration of calls by agent
- ✔ Number of contacts each agent handles



- No Reason
- Lunch
- Comfort Break
- Post Call Admin
- Approved Admin
- Meeting
- Charting
- Dinner
- AAC Meeting
- Pause

Not Ready Reasons

This report lists all the Not Ready Reasons selected and a breakdown by percentage.



Aggregate Queue Summary

This report displays the Grade of Service, the percentage of contacts handled and abandoned, and the average talk time across the selected queues. This page shows the overall information from each queue.



CDR Summary Report

This report provides a call detail record (CDR) summary report, showing details about each contact, such as contact type, time in workflow, time with agent, agent name, and more.



Agent Activity Report

This report shows the date and time of specific agent events, such as when an agent logged on or off, began wrap-up, or entered ready or not ready states.

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computer-talk.com/request-demo

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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