



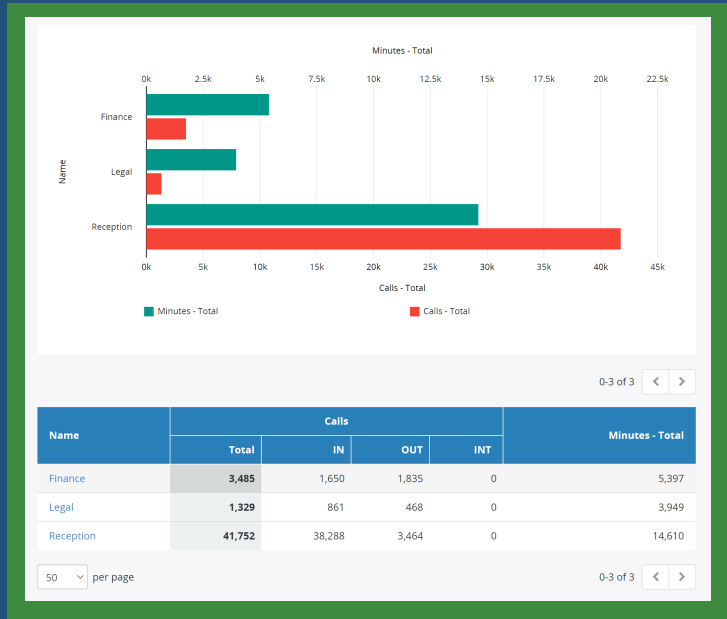
AN ADVANCED AND RELIABLE CALL RECORDING AND INTERACTIONS MANAGEMENT SOLUTION FOR CONTACT CENTERS



Get comprehensive and extensive reports to:

**ANALYZE VALUABLE BUSINESS INFORMATION**

**OBTAIN ACTIONABLE INSIGHTS INTO CALL-CENTER PERFORMANCE AND OPERATIONS**



Examples of the criteria you can choose from:

- Average Call Time
- Number of Calls Handled
- Missed Calls/ Abandoned Calls
- Calls with a specific call duration

# ADVANCED REPORTING

MiaRec Advanced Reporting is an integrated part of the MiaRec WFO suite allowing you to gain a complete visibility into your customer interactions.

## TOP FEATURES:



**Fully Customizable:** Create reports to tailor to your unique business needs and requirements.



**User-Friendly & Simple:** Ad hoc reports are available to save your time and costs. Intuitive web-interface requires minimum training time.



**Rich Visualizations:** Create simple charts and graph to help users understand and manage complex data.



**Easily Shareable:** Manage and share reports with the click of a button to enable collaboration and take data-driven business actions



**Scheduled & Delivered:** Schedule your reports to run periodically, by day, week or month and get it delivered to your e-mail inbox.



**Centralized Access & Storage:** Access reports from anywhere via centralized web-based interface. Store your data in secure on-premise or cloud-based environments.