

Daktela Contact Centre Reporting

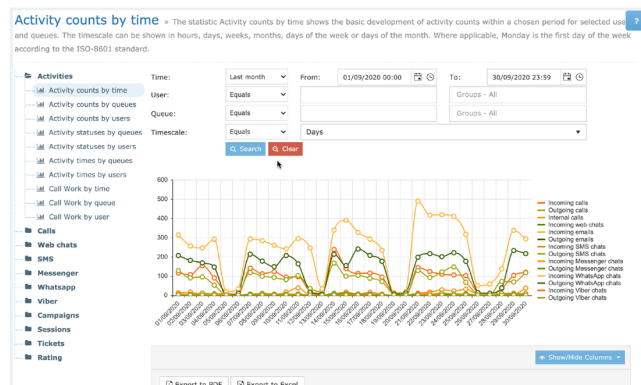
Get the information you need to help you grow.

Do you know how you're performing? Daktela makes it easy to find out what's going on in your contact centre by visualising your performance data, enabling you to make the right calls to drive your business forward. From simple

one-click statistics to fully customised large scale visual reports, Daktela shows you the information that you need in real time.

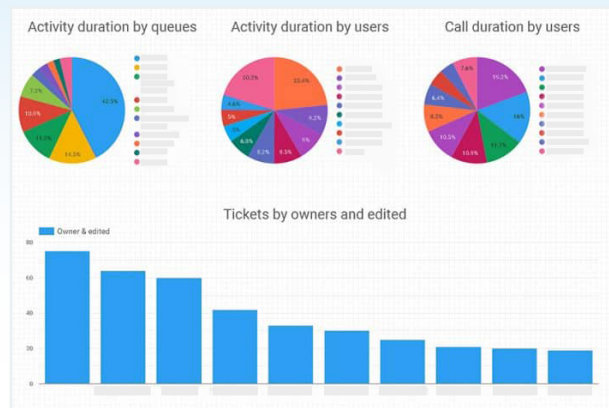
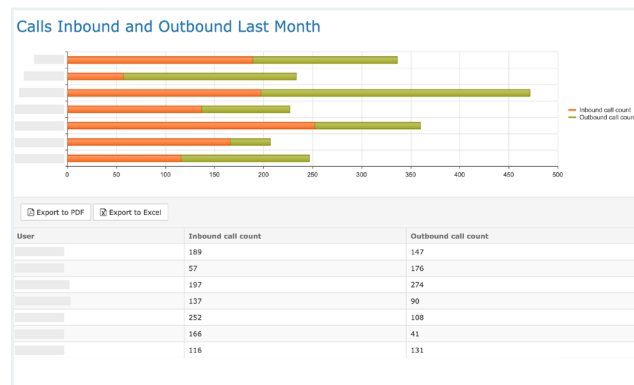
Daktela Reporting

Our set of pre-defined statistics brings you an overview of all communication channels in your contact centre at the click of a button. Simply set your reporting period or use basic filters – and your data is right there! Use certain statistics often? Group them together in a report and open them all at once. Get your reports in your email every day.



Advanced Analytics

Want to have more control over your statistics? Using Daktela Advanced Analytics, you can create exactly the report you need – add that column or line that you always missed! Have a metric that no one else uses? Make it! Create custom graphs from real time data and visualise it to paint a clearer picture of your contact centre trends.



Google Data Studio

+ Daktela V6 Connector

Daktela is fully compatible with one of the most powerful data visualisation tools – Google Data Studio. Visualise your data from Daktela and get the freedom to play around with it any way you like – all in real time. Schedule to receive your reports in your email.

+ Google BigQuery

Have large datasets and your reports in Google Data Studio take too long to load? Start using Google BigQuery and get up to **40x faster loading times**, enabling you to use high-complexity analytic queries so you get the most out of your data.

	Daktela Reporting	Daktela Advanced Analytics	Google Data Studio + Daktela V6 Connector	Google Data Studio + Google BigQuery
Setup time	● ○ ○ ○ ○	● ● ○ ○ ○	● ● ● ○ ○	● ● ● ● ●
Reporting power	● ○ ○ ○ ○	● ● ○ ○ ○	● ● ● ○ ○ *	● ● ● ● ●
Customisable reports	✓	✓	✓	✓
Real time data	✓	✓	✓	✓ **

* longer loading times with large datasets – we recommend Google BigQuery
** when using Google BigQuery, data is refreshed every hour