

### 3 Tips to Get Call Center Statistics That Count



How does a contact center know it's consistently delivering high-quality service? It begins with setting metrics. The right metrics or key performance indicators (KPIs) should effectively measure a business's specific capacities. With an understanding that every client is different and should be treated individually, you should also take a closer look at metrics that can help you improve your customer service and increase your company's revenue.

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1. Optimize groups of calls.  
Create multiple groups to categorize customers regarding their localization or type of needed support.
2. Enable easy access to customer information.  
When your operators do not have to search for information across different systems, their call times will be significantly shorter.
3. Analyze calls that haven't finished with a solution.  
Thanks to the recording call feature, you can access all calls from your browser.



The IG Business Online is one of the latest addition to the Business Solutions for Business range of reporting, monitoring, recording and CTI software applications. Users can now access via their web browser an extensive and comprehensive range of telephone system analytics, including call center monitoring, reporting and voice recording for any size of business. An internet connection and a browser are all you need.

Measuring and tracking KPIs are crucial to the success of a call center but what matters most is the accuracy of the data at your disposal and what you do with the data you acquire from each one. Call center software should help agents make better-informed decisions, not add to the number of tasks they do each day. It's imperative that a contact center wisely chooses the hardware and software that the agents use on a day to day basis.

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