RingCentral

Real-time analytics for your inbound call queues

These days, every dollar counts.

You can't miss a sale because a potential customer was on hold for too long. You also can't overspend on labor by having idle agents.

RingCentral Live Reports is a cheat code to maximize both revenue and customer experience. Real-time data shows you the health of your call queues, empowering you to make adjustments in real time.

Reallocate resources to handle sudden changes in volume. Or, keep an eye on agent counts to make sure you're not overstaffed.

It's all customizable and easy to use, so you can measure what's important to you.

17 DECEMBER

TOTAL CALLS	ANSWERED	ABANDONED
12,867	9,406	3,461

Data-driven insights to maximize revenue and control costs

Staffing for success

Idle agents add to labor costs when call volumes are low. Use real-time data to identify the appropriate level of staffing to keep customers happy while minimizing costs.

Capitalize on every customer interaction

Backed up call queues lead to extended hold times and hangups. Spot these bottlenecks before they become an issue and reallocate agents to ensure no potential sale is missed.

Measure what matters

Drag, drop, and customize dashboards to define and track your key metrics. Select the widgets that best offer the insights you need. Choose from measurements like service level, call volume, agent details, and more.

Thanks to Live Reports, which lets us view and analyze 100% of our calls, we've been able to increase our support managers' team capacity by 50%."
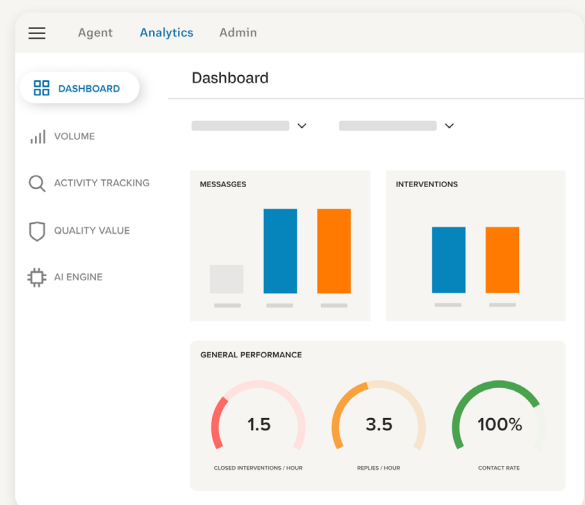
— **Brad Giannini,**
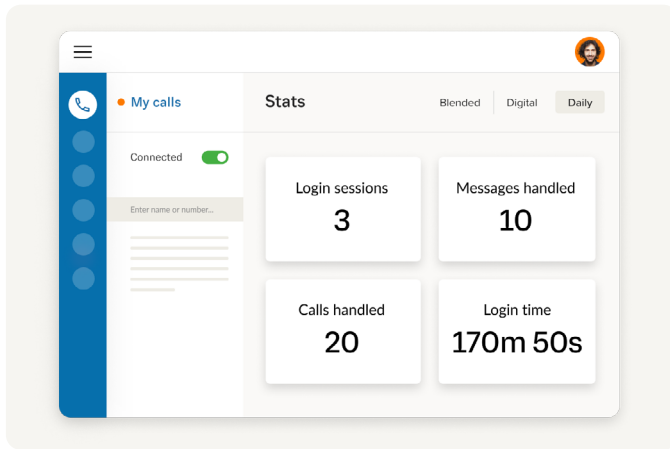Managing Director Goosehead Insurance

How it works
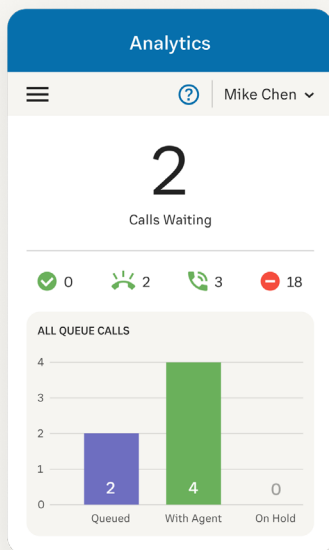
RingCentral Live Reports becomes your command center for managing inbound call queues effectively. Monitor agent availability, measure productivity, and track SLAs from a simple-to-manage dashboard.
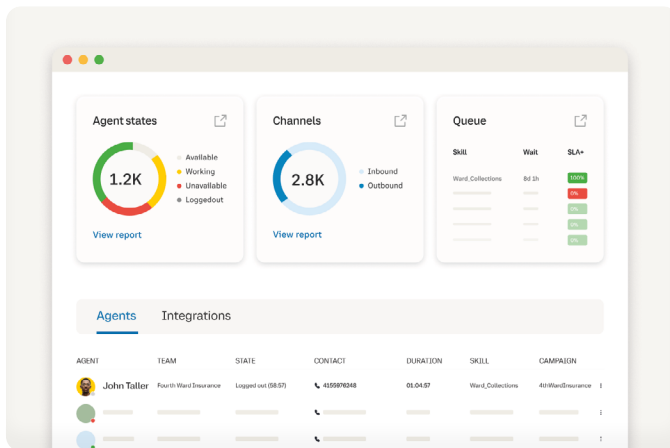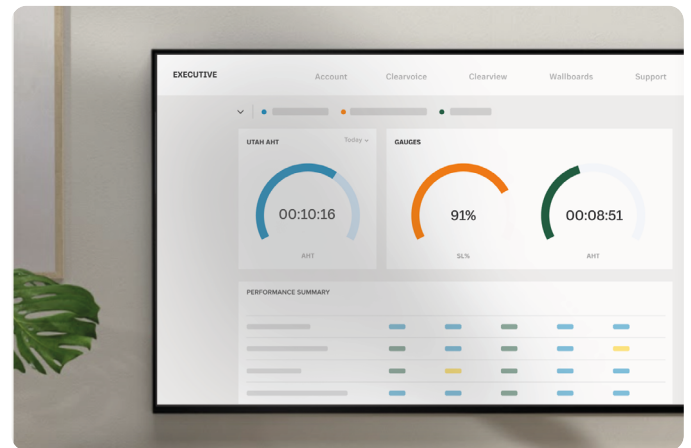

Monitor idle and active agents to better understand staffing needs

Measure agent performance and productivity
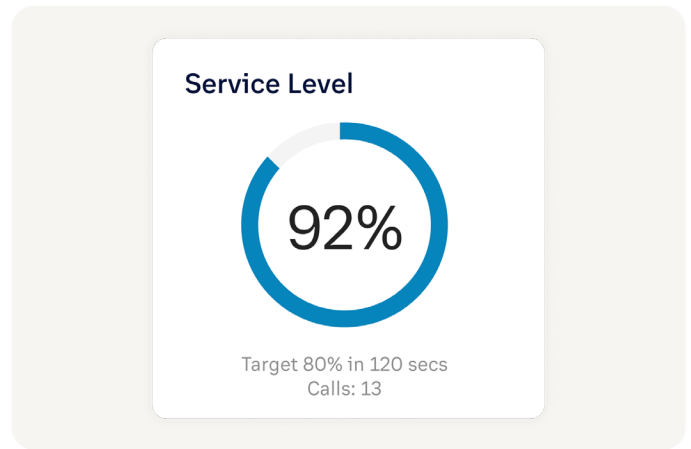
Avoid bottlenecks in call queues with real-time visibility into queue health

Make sure you're hitting your targets with customizable KPIs

Display your dashboards on wallboards to everyone in the office can view their performance in real time

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

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