Personalized Dashboard Insights within Microsoft Teams

Transform Your Business Performance

CallTower Analytics is a native app for Microsoft Teams that promotes collaboration, wellbeing and customer engagement to drive business performance. Understand collaboration between people and teams, gain visibility of customer engagement, drive positive behaviors and take customer experience to the next level.

With a wide range of standard and customizable dashboards, CallTower Analytics is the easy way to understand your people and customers.

Customised Insights for your Business

Individuals can view collaboration, behaviour and activity trends

Leaders can support multiple teams with ease, promoting staff wellbeing and motivation

Businesses can make data-driven decisions to improve employee and customer experience

Increase Quality Collaboration

Manage your people more effectively with insight into their collaboration experience.

With meeting analytics, team trends, chat sentiment, network quality and activity summaries at your fingertips, you can leverage analytics to ensure effective communication, knowledge share and adherence to company policy throughout your business.

Make Working Together Better

CallTower Analytics gives your people the power to work smarter and healthier, individually and in teams – no matter where they are.

Leverage insights to change the way your people engage during challenging times to make a positive impact on mental health, team performance and the business.

Review collaboration activity to understand team members' capacity to promote effective time management. Extended hours and extreme collaboration do not always represent productivity!
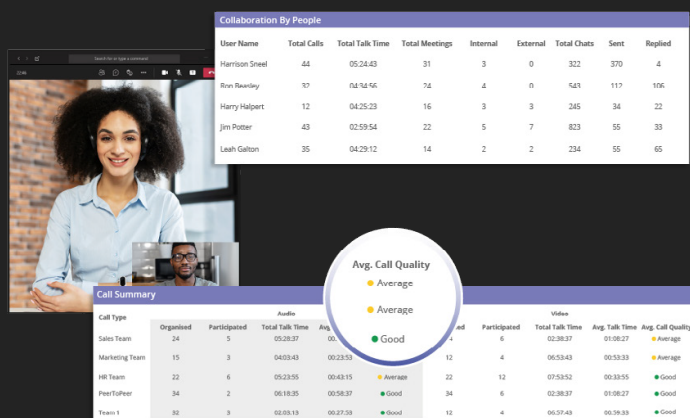
Take Your Customer Experience to the Next Level

Understand call volumes and answer performance with calling analytics. Manage missed calls and busy periods more effectively to deliver the very best customer experience.
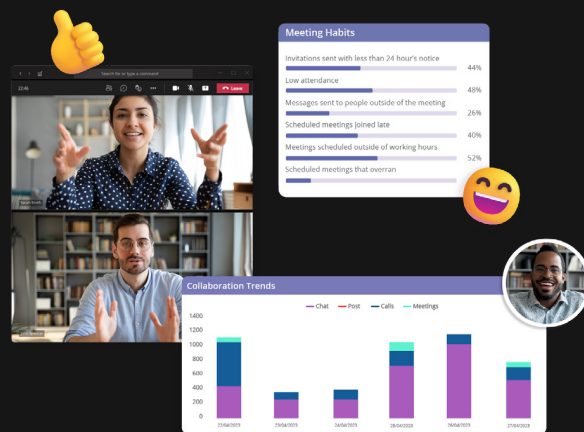
Collaboration Analytics

Compare individuals and groups to maximize productivity

Identify and replicate best practice to improve performance and reduce stress

Understand levels of wellbeing and motivation

Highlight network quality issues to preserve customer experience

Calling Analytics

Measure call performance against key performance indicators

Understand how call volume and resource impact customer experience

Manage missed calls and busy periods more effectively

Gain visibility of call queues and optimise call journeys

Compliance and Privacy

As a native Microsoft Teams App, access permissions and hierarchy are defined by Microsoft 365 administration settings in line with your security and data protection policies. Easily define and manage who to report on, and who can access dashboards.

✓ People permissions allow the right access to the right data

✓ Group permissions allow access to your team analytics

For more information

Let's Connect