



calltower



calltower
ANALYTICS

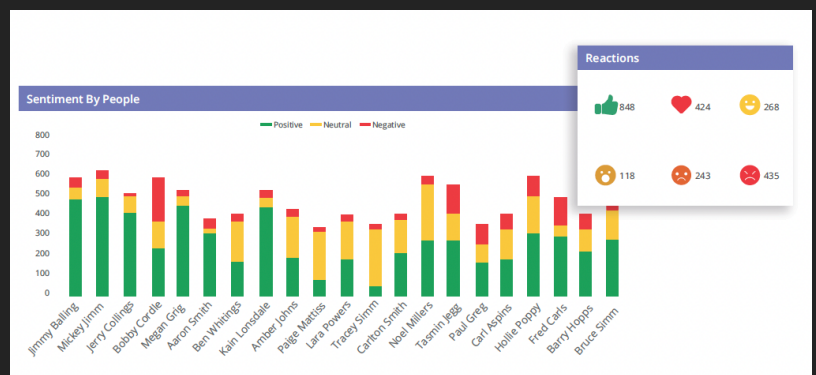
Personalized Dashboard Insights within Microsoft Teams



Drive business performance by promoting well-being, collaboration, and customer engagement.

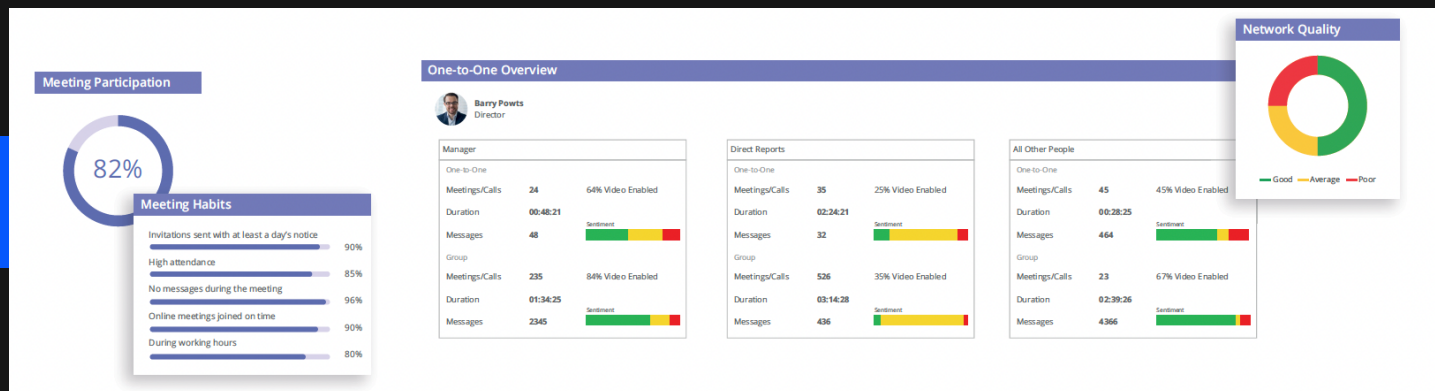
Make Working Together Better

Give your people the power to work smarter and healthier. Understand how long people spend in meetings and on calls. See who's working long hours, identify message sentiment and reaction trends. CallTower Analytics will help you promote well-being, retain staff, and improve performance.



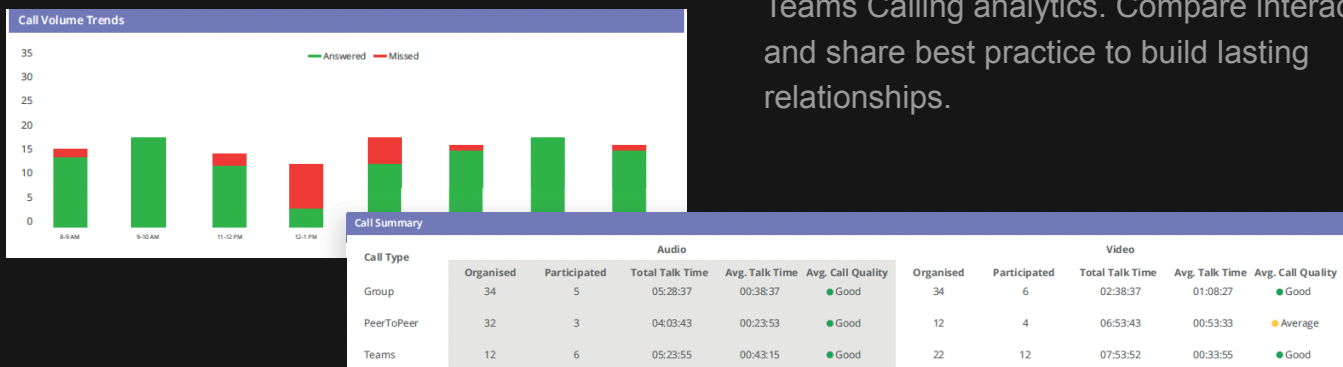
Focus on Quality Collaboration

Get individual, team and business insight wherever your people choose to work. Understand and compare collaboration habits to improve the way people communicate, share knowledge, and adhere to policy throughout the business.



Take Customer Engagement to the Next Level

Evaluate customer engagement across meetings, calls, phone calls and messages. Understand call volumes, answer performance, and return missed calls with Teams Calling analytics. Compare interaction and share best practice to build lasting relationships.



About CallTower Analytics

CallTower Analytics is a native Microsoft Teams App that leverages your Microsoft 365 directory, user profiles, groups and security policies to simplify administration. Get started with default dashboards, then build your own to provide the insight you need to drive performance improvement.

Easy to use dashboards and cards

The insight you need to focus on well-being, internal collaboration, and customer engagement

Get started with default dashboards

Well-being, My Analytics, One-to-One Engagement, People Engagement, Customer Engagement

Build Your own dashboards in minutes

Choose from an extensive card catalogue – KPI's, tables & graphs

Rename cards to indicate their purpose

Place cards side by side to compare and identify trends

Shortcuts - Pin, pop, quick add and bulk edit of cards

Configure cards to focus on the insight you need

Select People, Teams, Groups and Call Queues

Choose preconfigured periods or custom dates

Filter by Calls, Meetings and Message criteria

Share your dashboards and cards with others

Schedule a dashboard to share by email

Share any card via a time limited URL

Simple administration

A native Teams app that leverages Microsoft 365 to simplify security and administration

Leverage Microsoft 365

A Native Microsoft Teams App with Single Sign On

Synchronize Microsoft 365 directories, groups, call queues and time zones

Manage settings by group policy or individual user settings

Mix and match subscriptions to individual roles

Enable / disable reporting access for individuals

Specify Teams, Groups and Call Queues for reporting access

Create and apply working hour profiles to individuals

Connect to other Apps

Share collaboration data via an Applications Programming Interface

For more information

Let's Connect