calltower

calltower ANALYTICS

Benefits of CallTower Analytics for Webex for **Financial Services**

Inbound Calls **65**

Inbound Abandoned **31**

Avg Answer T 00:00:01
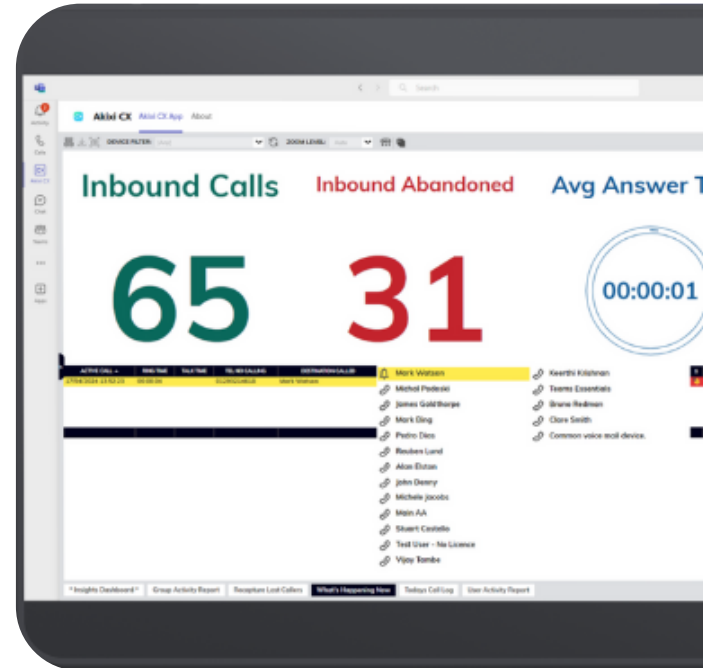
Key Features

✔ Advanced call analytics

✔ Teams client integration

✔ CRM integration

✔ Historic reports

✔ Real-time monitoring and reporting

✔ Customizable wallboards and dashboards

✔ Intuitive user experience

✔ Compliance & privacy

Regulatory confidence

Comprehensive SLA tracking and time-stamped audit logs provide documented evidence for internal and external compliance reviews.

Operational agility

In-depth call analytics and trend insights streamline staffing and workflows, boost agent productivity, and reduce overall operational costs.

Revenue growth

Actionable intelligence on high-value interactions and missed calls drives targeted outreach and maximizes revenue opportunities.

Decrease abandoned call rates by

40%

Decrease call waiting times by

32%

Decrease call length wait time by

20%

Conclusion

As a critical component of a unified communications and contact center strategy, CallTower Analytics for Webex Calling equips financial firms with the visibility and control needed to support stringent service-level and compliance demands. By turning call data into actionable insights, banks and insurers can ensure prompt, consistent customer care, safeguard regulatory obligations, and drive both client satisfaction and business growth.