

CallTower Analytics for Webex Calling

Boost customer satisfaction, drive agent efficiency, and capture missed revenue opportunities - without the cost or complexity of a traditional contact center.



Decrease abandoned
call rates by

40%

Decrease call
waiting times by

32%

Decrease call
length wait time by

20%

CallTower Analytics is a call analytics and reporting solution that helps organizations increase the chance of retaining customers and securing additional revenue often lost through missed or poorly-handled calls.

This intuitive solution complements and extends limited built-in Webex Calling analytics by delivering comprehensive, real-time insights into customer interactions.



Enhance team performance

Monitor agent performance to balance workloads and increase productivity.



Increase customer retention

Deliver exceptional customer experiences by identifying and resolving mishandled calls.



Boost revenue opportunities

Identify and recover lost sales opportunities with real-time and historic reporting.



Drive informed decision-making

Gain visibility into vital call center KPIs to drive smarter, data-led decisions.

Platform Features

Real-Time Monitoring & Reporting

- Call Center Dashboards
- Customizable Wallboards
- Active Calls Reports
- Queue Reports

Advanced Call Analytics

- Unreturned Lost Calls Reports
- User/Auto Attendant Reports
- Call Center Interval Reports
- Call Volumes by Day Reports
- Call Log History
- User Productivity Reports
- Group Activity Reports

CRM Integration

- Unified view of customer

Compliance & Privacy

- Secure data policies
- Granular permissions