Remote working

Xelion will cater to the reporting needs of any business with four distinct levels of reporting to take advantage of. From easy to access wallboards and web-based graphs, to complex and tailored database interrogation, Xelion can meet the demands of every organisation.

All reporting modules are included in your Xelion experience as standard.

holbrook
telecom limited

Wallboards

Wallboards provide real-time visibility of both individual and team communications. Designed primarily for inbound call queues, our interactive boards offer managers full visibility on how many calls have been answered or missed.

At no extra cost, wallboards can improve overall business performance and can display all your core metrics on a big screen.
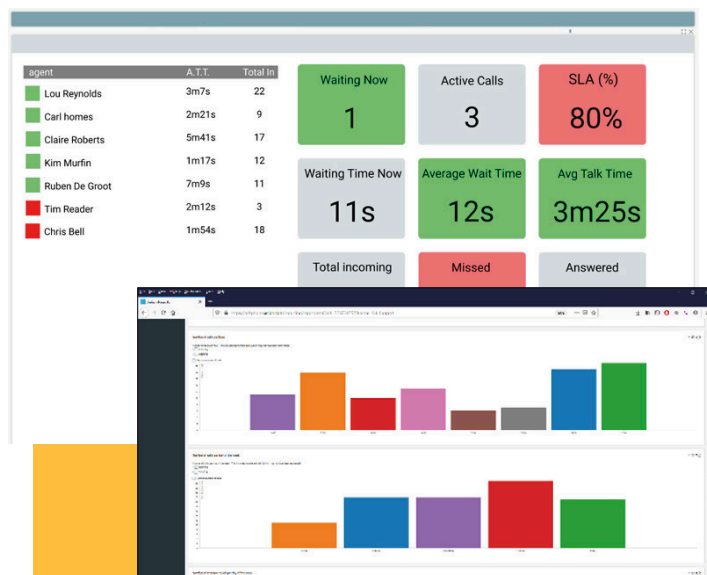
Web reporting

Web reporting is a series of pre-built online graphical reports that give quick and simple visibility of any group or individual user activities. It can be accessed via any web browser from any device, and managers can monitor the performance of a team or individual with easy-to-read charts and data sets.

Automated reports

Xelion's automated reports provide more complex statistics, and allow for a deeper understanding of call groups, and individual user activity and performance. Once automated within the admin console, reports can be scheduled to generate on a weekly or monthly basis and are sent via email to a list of users.

Automated reports can be viewed by managers and team leaders via the desktop application.

Query tool

The powerful query tool can examine an entire database without restriction. Data can be exported on an ad-hoc basis or on a specific schedule. Exported data can be imported into metrics tools including Excel, Power BI, Tableau, and many others.

Regular Xelion users can be given visibility of queries, with restrictions put in place on what they are permitted to see.

Call: 0330 122 1761
Email: hello@holbrooktelecom.co.uk
Web: holbrooktelecom.co.uk

Holbrook Telecom