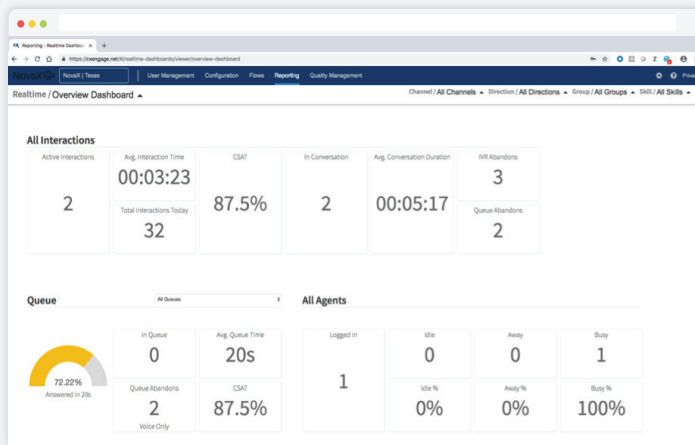# CXengage

Reporting and Analytics

Unified & Actionable Analytics to Power Business Decisions

Powering Business Decisions with a Single View of What's Happening in the Contact Center

A Single Data Pipeline

A single data pipeline for both real-time and historical reporting across all tenants means you have a single source of truth, making it easy to understand your contact center's performance.

Real-Time Dashboards

Make every decision based on current and actionable data with real-time statistics, KPIs, and business analytics.
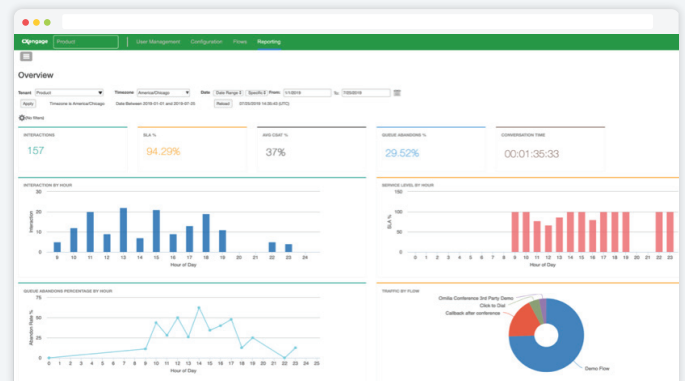
Historical Reporting

Display contact center metrics such as call volume, service level, handle time, and wait time over any given period for data-driven decision making. Visually alert managers when SLAs are not met by selecting colors to highlight table cells or rows for specific data values. Use out-of-the-box reports or create custom reports using visualizations created in analysis, text, links, and images.

Reporting APIs

Readily access real-time and historical data and stream relevant statistics to third party applications.

Multi-Tenant Data

View and export historical reporting data for tenants, independently or holistically, and get a top-down view of your data including all sub-tenants.

▤ Custom Reports and Dashboards

Create custom tables, charts, and KPI widgets within a visual gallery with added functionality to drag and drop onto the canvas, ultimately creating customized reports to meet your business needs. Organize data by adding, deleting, and managing analytical reports and dashboards into folders and subfolders, making it effortless to share reports with other users in your tenant and also providing the ability to schedule reports for sharing inside and outside of your organization.
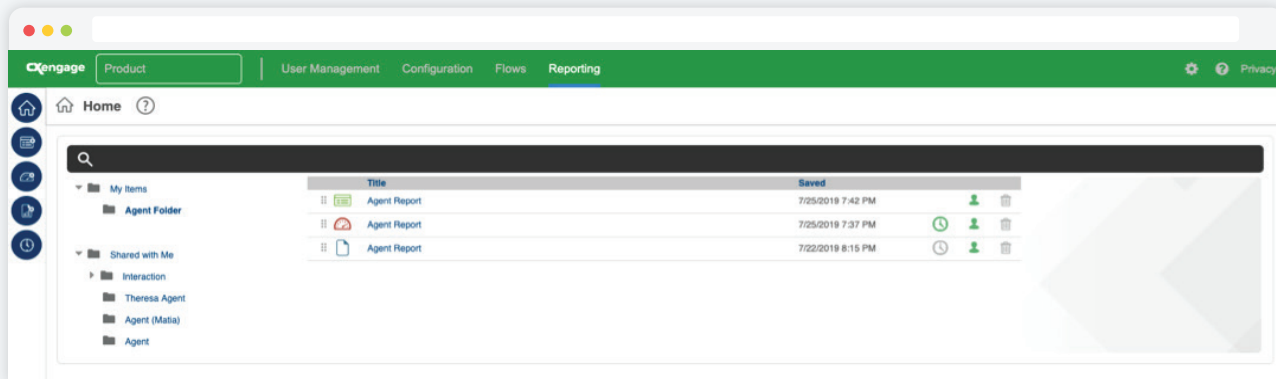
Benefits of CxEngage Reporting and Analytics

✔ Real-time insights into the state of interactions, agents, and queues

✔ Customizable views to fit your business and operational needs

✔ Easy access to historical insights into performance trends

✔ Simple extraction of data into common formats like excel

✔ Standardized language for development and implementat (Java, JavaScript, MySQL)

About Serenova

Serenova has transformed the customer experience. Over a decade ago, the company realized technology didn't exist that could deliver immediate, consistent and exceptional service. So, it created a true cloud contact center solution that could. The result is the ability to unify everything from customer engagement to quality management to analytics. This single source of truth provides global brands insights about customer information and experiences as they pivot between channels such as SMS, voice or Facebook messenger.

Whether it's technology, healthcare or retail, brands from all industries come to Serenova for its global coverage and deep integrations into the business systems used every day. Why is this important? It creates the opportunity to keep pace with customers by quickly scaling up across the enterprise or out geographically. Recognized by analysts such as Gartner, Serenova is committed to building on an 18-year legacy leading the way in cloud-based contact center innovations.

To learn more, visit **www.serenova.com**. For live updates, follow **@SerenovaShine**.