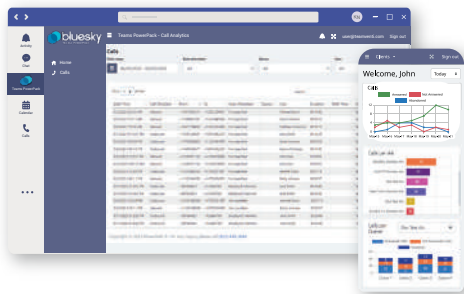


Teams PowerPack – Call Analytics

What is Teams PowerPack?

Teams PowerPack – Call Analytics for Micro-soft Teams provides a user-friendly interface for tracking and managing call performance and quality.

Gain visibility of your auto attendants, cloud queues, and end-users to optimize communication processes and enhance business performance.



01 For Sales and Marketing teams
Assess individual and team performance to optimize strategies and increase conversion rates.

02 For Customer Service teams
Measure call metrics, identify training areas, and optimize response times to enhance service quality and minimize wait times.

03 For IT teams
Manage, monitor, and troubleshoot call quality with detailed technical call reporting.

How does it work?

Teams PowerPack – Call Analytics gathers native Microsoft Teams data to offer valuable call activity and performance insights.

It includes:



Powerful search & filter tools



User-friendly interface



Native Teams data reporting

Why should my company use it?



Better visibility

Comprehensive view of business metrics and technical performance data through a single pane of glass.



Easy deployment and usage

Designed for effortless setup and maximum benefits without extensive training or complex configurations.



Quick data access

Single tool to track and manage call performance as well as technical quality of your communications.

About us

We are a Microsoft Gold Certified Partner with over a decade of experience delivering premium UCaaS solutions and professional services 100% focused on Microsoft enterprise voice.