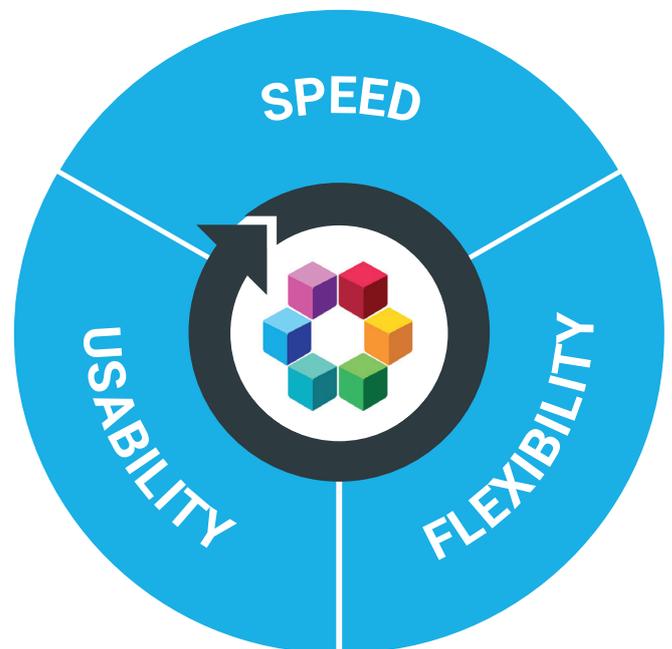


Analytics

Data is often contained in multiple, unconnected systems. Infinity Analytics provides a simple, user-friendly method of bringing data together into a single, coherent search engine, enabling reporting and analysis from a single point of access.



Infinity's 'next generation' Analytics tool allows everybody to engage with business analytics, not just analysts.

Set KPIs, monitor real-time performance and gather data, leading to insight that drives improvement. data sources and channels from one, friendly, client-branded interface, meaning they can focus on the customer, not the technology.

Along with our workflow solution, Infinity delivers in-depth analytics that can help to improve your business processes. These powerful data insights support an organisation to identify performance gaps, make better and faster decisions and discover new ways to win markets

Matteo Belardi

Director of sales and marketing

Infinity CCS



Features

- ✓ Simple querying
- ✓ Security that all information presented is relevant and safe
- ✓ Full customisation or reports
- ✓ Drill down into the detail
- ✓ Report scheduling
- ✓ Report alerts

Benefits

- Data is compiled into a single search engine
- Having easy access to all data improves business processes, identifies performance gaps and ways to win new markets
- Data can be presented in a variety of formats, making it quick and easy to establish trends
- Retrieve and configure data as quickly and easily as searching the internet
- Reporting, analysis and the creation of dashboards is easy, allowing people to make the right decisions at the right time

About Infinity

Infinity's technology and services unlock your ability to win customers, retain them and maximise their satisfaction by empowering you to deliver exceptional customer experiences, across multiple channels, with ultimate efficiency.

Infinity has more than 20 years' experience working with contact centres in several different industries, and our solutions are deployed across more than 12,000 users in 13 countries.



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