**calltower**

calltower ANALYTICS

Personalized Dashboard Insights within Microsoft Teams

Drive business performance by promoting well-being, collaboration, and customer engagement.

Make Working Together Better
Give your people the power to work smarter and healthier. Understand how long people spend in meetings and on calls. See who's working long hours, identify message sentiment and reaction trends. CallTower Analytics will help you promote well-being, retain staff, and improve performance.
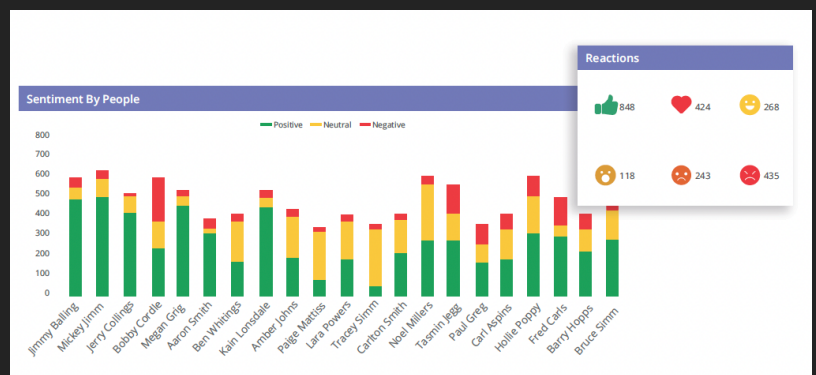
Focus on Quality Collaboration

Get individual, team and business insight wherever your people choose to work. Understand and compare collaboration habits to improve the way people communicate, share knowledge, and adhere to policy throughout the business.
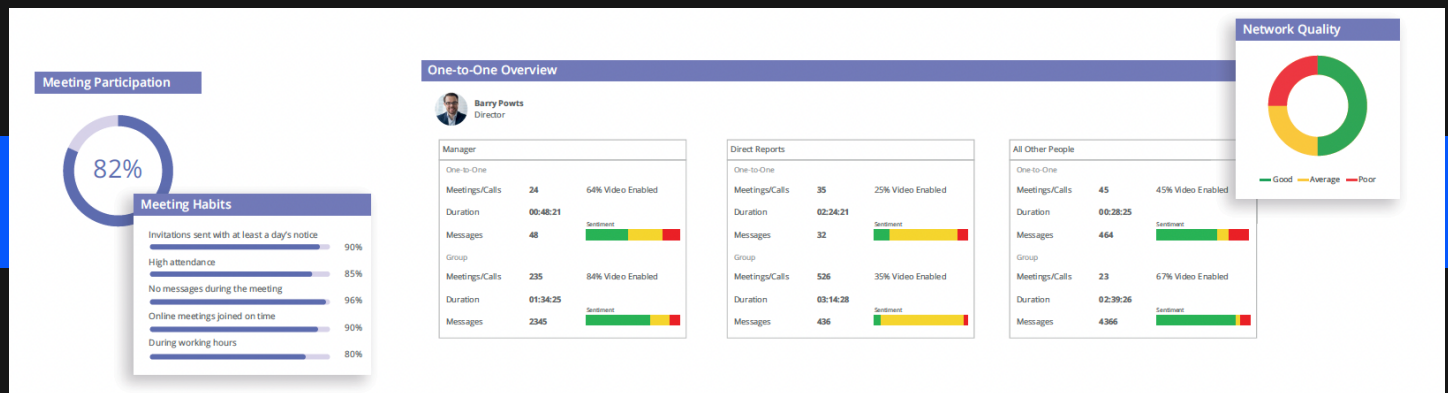
Take Customer Engagement to the Next Level

Evaluate customer engagement across meetings, calls, phone calls and messages. Understand call volumes, answer performance, and return missed calls with Teams Calling analytics. Compare interaction and share best practice to build lasting relationships.
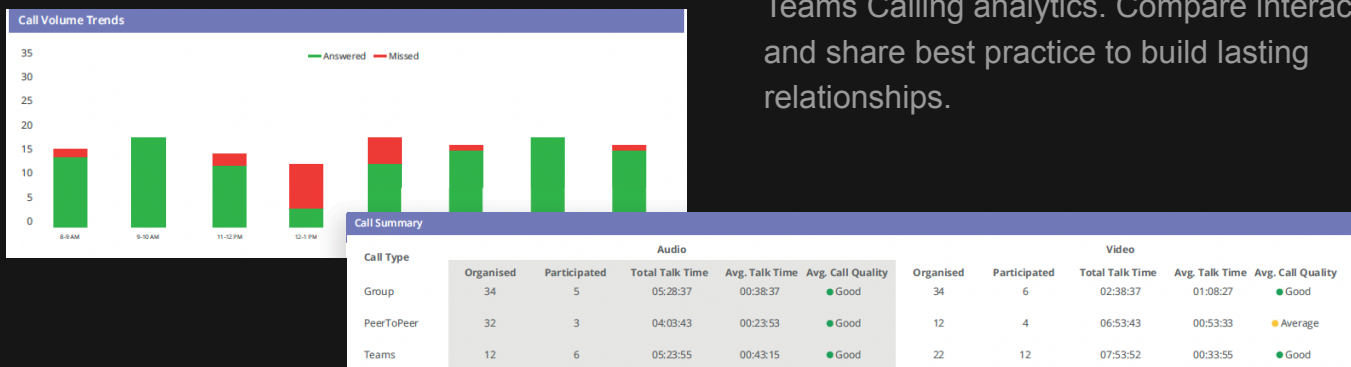
About CallTower Analytics

CallTower Analytics is a native Microsoft Teams App that leverages your Microsoft 365 directory, user profiles, groups and security policies to simplify administration. Get started with default dashboards, then build your own to provide the insight you need to drive performance improvement.

Easy to use dashboards and cards

The insight you need to focus on well-being, internal collaboration, and customer engagement

Get started with default dashboards		Well-being, My Analytics, One-to-One Engagement, People Engagement, Customer Engagement
Build Your own dashboards in minutes		Choose from an extensive card catalogue – KPI's, tables & graphs
		Rename cards to indicate their purpose
		Place cards side by side to compare and identify trends
		Shortcuts - Pin, pop, quick add and bulk edit of cards
Configure cards to focus on the insight you need		Select People, Teams, Groups and Call Queues
		Choose preconfigured periods or custom dates
		Filter by Calls, Meetings and Message criteria
Share your dashboards and cards with others		Schedule a dashboard to share by email
		Share any card via a time limited URL

Simple administration

A native Teams app that leverages Microsoft 365 to simplify security and administration

Leverage Microsoft 365		A Native Microsoft Teams App with Single Sign On
		Synchronize Microsoft 365 directories, groups, call queues and time zones
Manage settings by group policy or individual user settings		Mix and match subscriptions to individual roles
		Enable / disable reporting access for individuals
		Specify Teams, Groups and Call Queues for reporting access
		Create and apply working hour profiles to individuals
Connect to other Apps		Share collaboration data via an Applications Programming Interface

For more information

Let's Connect