Nextiva Unity Contact Center Reports

Analytics and reports for the Nextiva Unity Contact Center app featuring web chats, emails, tweets, and more.

Nextiva Unity Contact Center offers a wide variety of reports and statistics that provide in-depth information to help supervisors understand the behavior of the contact center.

Quickly and easily see how agents are reacting to customer demand and make changes to enhance the performance of the overall contact center.

Agents reporting

Report on all agent metrics by media stream and see which agents perform best on which media.

Media steam reporting

Headline statistics on how many incoming conversations were received, answered, and abandoned.

Conversation tracking

Map a customer journey around the contact center, see the customer’s details, who they were transferred to, and their feedback.
Running reports and performance summary

- Nextiva - Callback
- Nextiva - Chat
- Nextiva - Sales Calls

Statistics by media stream

- Contact Center - Agent Activity
- Contact Center - Queue
- Contact Center - Agent Activity
- Contact Center - Conversation Detail
- Contact Center - Performance

Manage contact center resources for optimum customer service

Easily access contact center reports

Conversation summary

Drill into conversations

- Steve Applegate 02/02/20 09:03 01:13
- Donna Hartner 02/02/20 10:20 06:34
- Danielle Grow 02/02/20 10:34 00:53
- Mel Cornyard 02/02/20 10:55 02:58
- Ellen Smith 02/02/20 12:32 01:44

- 02/02/20 14:03 Conversation rejected by Steve Mill
- 02/02/20 14:04 Conversation reserved by Jenna Smith
- 02/02/20 14:22 Conversation closed by Jenna Smith
- 02/03/20 10:55 Conversation reserved by Jenna Smith
- 02/03/20 11:43 Conversation closed by Jenna Smith

Map entire conversation flow

Nextiva - Callback
- 02/20/20 - 02/23/20 10 10 100% 0

Nextiva - Chat
- 02/20/20 - 02/23/20 200 190 95% 10

Contact Center - Agent Activity
- Sample Period
- Received
- Answered
- % Missed
- 02/20/20 - 02/23/20

Easily access contact center reports

(888) 289-4742

partners@nextiva.com
Agent activity by media stream

Filter date and time

Group by agent or media stream

Understand key metrics

View ratings

Conversation details and transcript

View all conversation transcripts and open all attachments

Full data capture

Can you please send the price list?
Sure, no problem.

JOHN
JENNA

Steve Applegate (02/02/2020 - 09:30 AM)
Google Chrome / Windows 10
nextiva.com/solutions/small-business

Status - CLOSED
Assigned Time - (02/02/2020 - 07:30 AM)
Reply Time - (02/02/2020 - 09:30 AM)
Closed Time - (02/02/2020 - 09:30 AM)