



Knowledge is power

Work smarter with BT Cloud Work Live Reports

Business insights feed productivity. How are your sales? Is customer service what it should be? Where are the opportunities? What are the risks?

Available as an add-on feature, BT Cloud Work Live Reports lets you see up-to-date, accurate data. Presented in the right way for you. When you need it.

See sales, customer experience and agent activity at the touch of a button. So you know where change will make the difference. Instantly.



Why Live Reports?

All the data you need. In real time.

- Knowledge is power. Boost sales and improve customer service performance with instant, in-depth business insights.
- Remove the uncertainty from your operations. Identify and address any potential risks, before they happen.
- Cut decision-making time. Make smarter judgements informed by insights.
- Discover emerging trends and hidden opportunities.

Dashboards designed for you

All businesses are different. Our easy-to-use configuration tool lets you arrange your dashboard in a way that's right for your business. Stay in full control with editable permissions.

Keep an eye on a huge range of analytics, including:

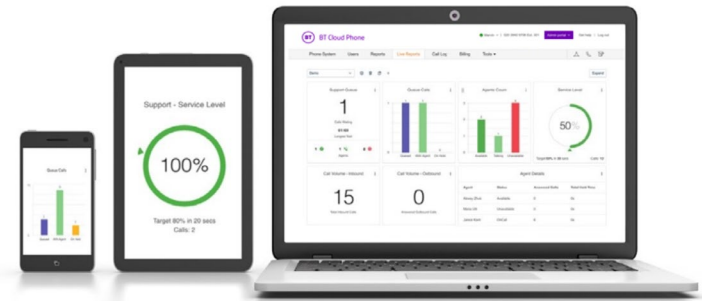
- Time on call
- Time between calls
- Calling patterns
- Missed calls
- Abandoned calls
- Agent availability
- Overall service levels
- And much more.

Workforce optimisation

- Drive sales and performance with wallboards displaying insights and gamification opportunities.
- Compare peers, groups or departments. Who is performing best? Where is there room for improvement?
- Give your employees the tools they need to manage their time. A simple, visual way to monitor their own productivity

Make more of Cloud Work

- Get quick access to centralised data and analytics from anywhere, on any device
- Optimise queues and agents with instant visibility into call flows
- Empower sales and support teams with real-time analytics
- Extra insight, but only for those who need it - you can limit the add-on to your sales and support teams and their managers



Why BT?

Work faster

When you're reporting vital call statistics, the last thing you need is your connection slowing you down. With 4G in more places than any other UK network, and fuelling faster innovation with 5G, it's no wonder ours has been voted best network six years in a row. We also guarantee a 99.99 per cent SLA uptime for Cloud Work.

Work safer

Online security is key. When you choose us, you'll have our team of 2,500 security professionals and ethical hackers on your side. Every year, we defend our network from over 1.4 million cyberattacks, so you can trust us to keep you and your reports safe.

Work together

Use our expertise to help your business thrive. We've got years of experience setting up phone systems. We're industry leaders in voice. We'll work with you to unify your communications services and reports into one easy to manage, flexible and cost-effective solution.

Offices Worldwide

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