



qualifyGo



Reporting, analytics, and management for
Microsoft Teams



QualifyGo for Microsoft Teams

Powerful call management & insights

QualifyGo provides reporting, analytics and management tools that help you get the most from your Teams investment. With a choice of core and additional reporting capabilities, you can tailor QualifyGo to your needs and those of your workforce.



Get more from Teams

QualifyGo goes beyond the baseline reporting features in Teams, so you get more from your investment. Monitor user adoption, call activity, and staff performance to manage calls, drive activity and identify training needs.



Improve productivity

Monitor employee metrics, including the number of answered/abandoned calls, ring time and talk time. Identify regular peaks and troughs to help with staff scheduling and keep waiting times in check.



Curate reports and dashboards

Define reports and dashboard views according to user, displaying only the details relevant to their job role, whether that's technical, financial or employee stats.



Manage resources

Enjoy 'at-a-glance' views of the multiple working parts of your Teams platform to ensure optimum efficiency, including SIP trunks, devices, gateways and session border controllers (SBCs).



Control costs

View call costs and employee activity, including unusual details that could indicate line misuse or fraud. Allocate costs to individuals, departments or third parties for cross charging and billing.



Monitor call quality

When you're fielding calls from different devices and locations, poor call quality can negatively impact your business. QualifyGo provides comprehensive quality data for troubleshooting issues and ensuring the highest service levels.

Connect to the cloud and go

QualifyGo for Teams is cloud-based, which means you can soon be up and running. Simply choose the components you want and connect to your Teams tenant to enjoy an in-depth understanding of your Teams activity. QualifyGo is fully supported and managed inhouse by us to reduce the load on your own IT infrastructure and team.

- Monthly subscription
- Hassle-free maintenance
- Easy upgrades
- Fully scalable
- Access on the go



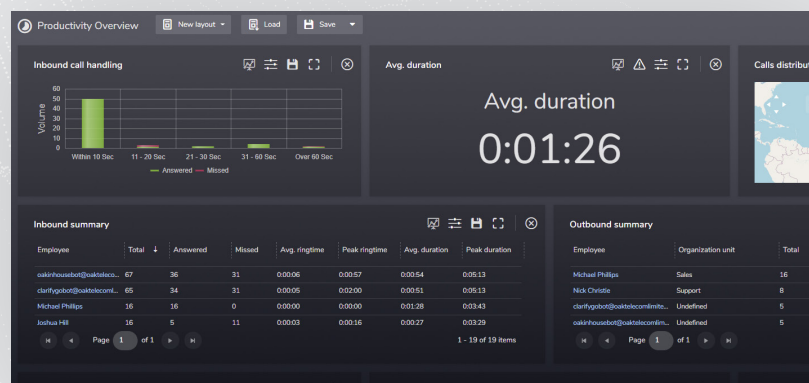
Everything you need, at your fingertips

Critical information is delivered through user-defined reports, daily dashboards, and trend monitors. Accurate, relevant information equips you to make informed decisions on the operation of your Teams platform.

View.

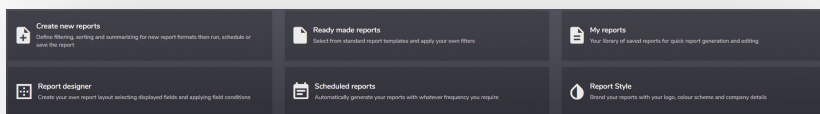
Dashboards provide a daily snapshot of Teams usage. They can be tailored to show the most relevant information to each employee, depending on their job role.

Search for details on employees, departments, locations, phone numbers, conferences, queues, and auto attendants. View user adoption, call quality and employee productivity.



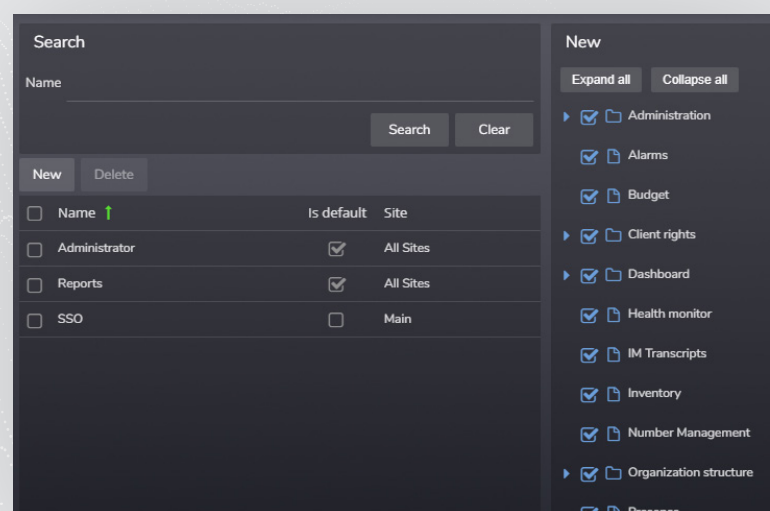
Report.

Choose from preloaded reports or create your own. QualifyGo offers a wide range of criteria so you can tailor reports to be very specific about the information you want, how it's presented and how often it's generated. Add regular reports to your dashboard and create new ones when you need them.



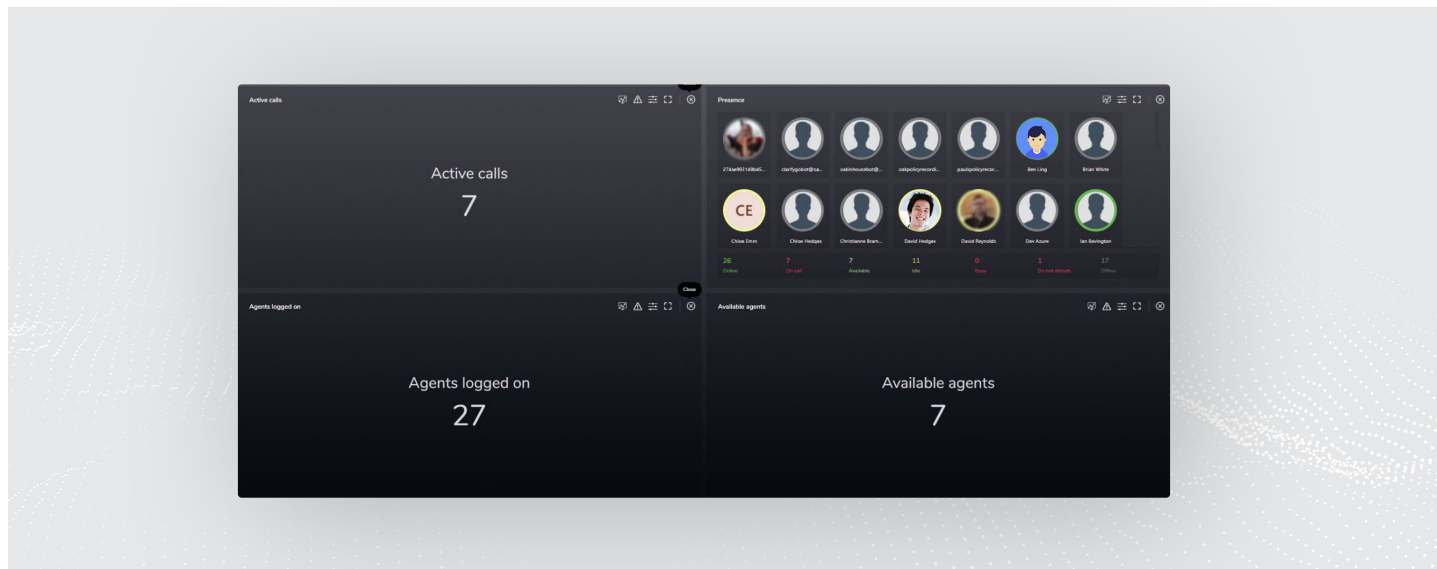
Secure.

You may not want everyone to be able to access everything. With QualifyGo you can define parameters on a need-to-know basis to protect sensitive information. Link these to each person's Microsoft Logon to simplify access management.









+Real-time View (RV)

Real-time reporting and wallboards for Call Queues and Auto Attendants in Teams



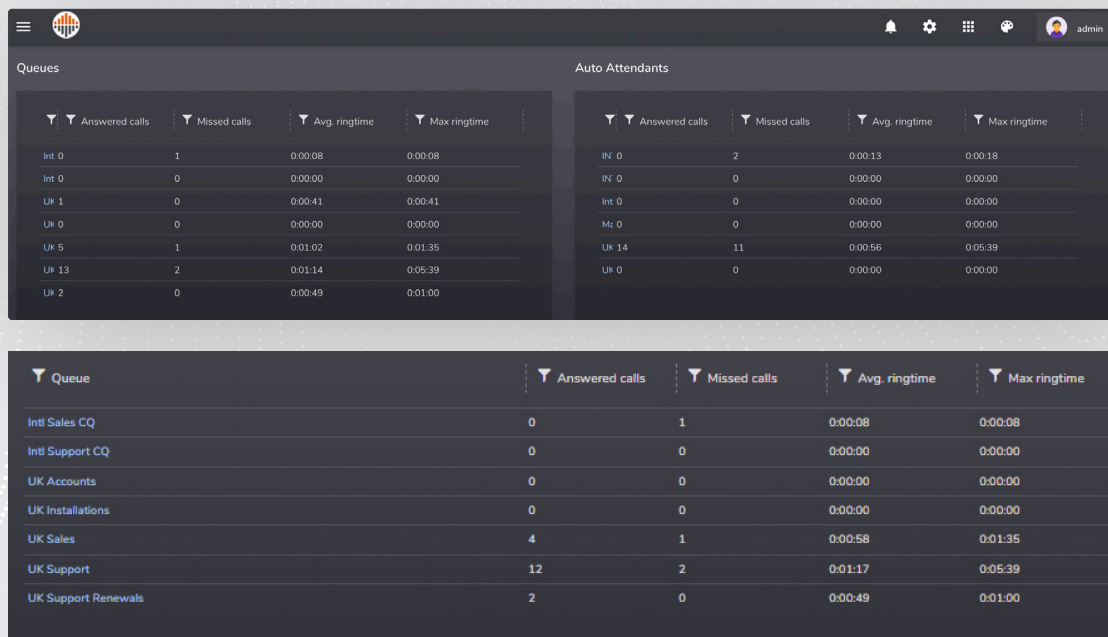
QualifyGO RV is an ideal add-on module if your organization uses Microsoft Teams Call Queues and Auto Attendants. It delivers the advanced features and information you'd expect from a real-time contact center solution, keeping your CQs and AAs performing as efficiently as possible for the best customer experience and business continuity.

Real-time wallboards can be curated just like individual user dashboards to show the stats you want. With your choice of number tiles, charts, and color-coding, they provide the perfect 'at a glance' indication of activity in office-based contact centers.

-  **Realize productivity gains**
Combine real-time and historic reporting to make sure CQs, AAs and Agents are all performing as expected and call handling times stay where you want them.
-  **Retain business continuity**
Monitor call handling times, queues, wait times and call backs to ensure great customer service, even with a dispersed or homeworking team.
-  **Improve resource planning**
Historic reporting helps you schedule staff to navigate regular peaks and troughs; live stats equip you to respond to the unexpected. Together, they help you manage resource and maintain a consistently high standard of service.
-  **Control agent activity**
The ability to view staff activity on screen means you can route calls to the right agent and reduce call waiting times. Presence statuses show who's online, on a call, available, busy, or offline.
-  **Add gamification**
Set target thresholds based on ring time, talk duration, call cost, and call errors to motivate and warn your team. Alerts are generated when a threshold is met, and color-coded wallboards help chart departmental progress.
-  **Real-time wallboards**
User-defined displays including tiled text and numeric monitors, trend charts, Call Queue and AA summary page, Queue/AA call flow, color-coded threshold alerts. Click through to access full call details.

+Queue View (QV)

In-app configuration and management of Call Queues and Automated Attendants



Queue	Answered calls	Missed calls	Avg. ringtime	Max ringtime
Int'l Sales CQ	0	1	0:00:08	0:00:08
Int'l Support CQ	0	0	0:00:00	0:00:00
UK Accounts	0	0	0:00:00	0:00:00
UK Installations	0	0	0:00:00	0:00:00
UK Sales	4	1	0:00:58	0:01:35
UK Support	12	2	0:01:17	0:05:39
UK Support Renewals	2	0	0:00:49	0:01:00

QualifyGo Queue View (QV) lets you and your managerial team manage Microsoft Teams CQs and AAs from within QualifyGo, so you don't have to ask your IT department to make changes in the Teams admin center every time. It's easy to implement changes immediately to keep call handling targets on track and prevent customers having to wait.



User-defined security policies

Define who can reconfigure which CQs and AAs within QualifyGo according to role, such as team leaders and sales managers.



Support Microsoft Single Sign On

Link access levels to Microsoft user accounts, so department supervisors and leaders can configure CQs and AAs at a local level, freeing up IT administrators for other tasks.

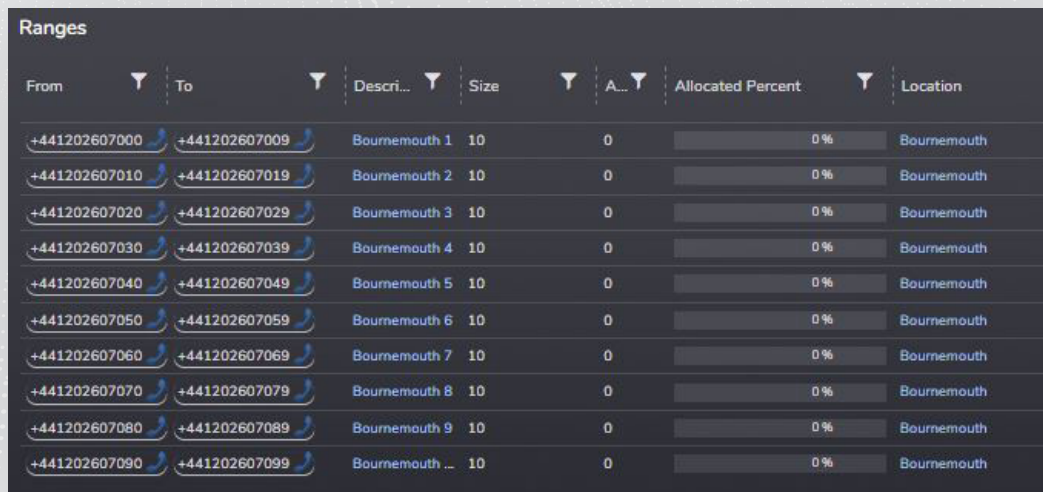


Mirrors CQ and AA configuration within the Teams admin portal

Anything you can do in the Teams admin, you can also do through QualifyGo QV, so there's no compromise in capabilities. It's simply quicker and easier to execute, so call handling times are reduced and customer satisfaction levels increase.

+Number View (NV)

The easy way to arrange and manage DIDs/DDIs across an unlimited number of ranges



The screenshot displays a web application interface titled "Ranges". It features a table with columns for "From", "To", "Descri...", "Size", "A...", "Allocated Percent", and "Location". Each row represents a DID range, with the "From" and "To" fields containing phone numbers and a small blue icon. The "Descri..." column lists locations like "Bournemouth 1" through "Bournemouth 9", and "Bournemouth ...". The "Size" column shows the value "10". The "A..." column shows "0". The "Allocated Percent" column shows "0 %". The "Location" column shows "Bournemouth".

From	To	Descri...	Size	A...	Allocated Percent	Location
+441202607000	+441202607009	Bournemouth 1	10	0	0 %	Bournemouth
+441202607010	+441202607019	Bournemouth 2	10	0	0 %	Bournemouth
+441202607020	+441202607029	Bournemouth 3	10	0	0 %	Bournemouth
+441202607030	+441202607039	Bournemouth 4	10	0	0 %	Bournemouth
+441202607040	+441202607049	Bournemouth 5	10	0	0 %	Bournemouth
+441202607050	+441202607059	Bournemouth 6	10	0	0 %	Bournemouth
+441202607060	+441202607069	Bournemouth 7	10	0	0 %	Bournemouth
+441202607070	+441202607079	Bournemouth 8	10	0	0 %	Bournemouth
+441202607080	+441202607089	Bournemouth 9	10	0	0 %	Bournemouth
+441202607090	+441202607099	Bournemouth ...	10	0	0 %	Bournemouth

QualifyGo Number View (NV) simplifies the tracking and management of Direct Inward Dials (DIDs/DDIs) through automation and clearly presented views, saving you time and money. Just define the ranges you're interested in, and NV presents the results in a single pane of glass view, with the ability to drill down for further information.



Single range view

Forget messing around with spreadsheets. With QualifyGO NV, you can view information on existing ranges or create new ones. See details including from/to numbers, size, % allocated, location and provider. Range pages can be exported in Excel or PDF format.



DID usage reports

The DID stats screen gives summary information of DID ranges, total DID ranges, allocated DID numbers and unallocated DID numbers. These can be viewed in tables and charts and filters applied for more specific results. You can identify unused DIDs or reserve DIDs for specific dates and campaigns.



Auto-generated ranges

QualifyGo automatically generates ranges from imported DIDs, grouping associated, sequential DIDs e.g. by department, by customer marketing campaigns, by location etc.



Active Directory integration

DID numbers can be linked to accounts in Active Directory or other databases, so any changes made within these databases are automatically updated within QualifyGo.



Add Teams compliance recording and transform your communications

ClarifyGo recording is designed to meet rigorous compliance regulations as well as providing tools to improve sales and service. Use it alongside QualifyGo reporting for a comprehensive understanding of business performance and customer experience across Microsoft Teams.

- Audio, video and screen-share recording
- Incoming, outbound and internal recording
- Fully compliant with FCA, PCI DSS, GDPR, MiFID II and Dodd-Frank
- Quality measurement
- Speech analytics to Microsoft Insights
- Suitable for Teams only or hybrid communication infrastructures



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