SmartAnalytics®

SOLACOM

Advanced call logging, analysis, and reporting of all vital call information

LEVERAGE PURPOSE-BUILT TECHNOLOGY ON SOLACOM'S NEXT GENERATION APPLICATION FRAMEWORK
SmartAnalytics seamlessly integrates with your existing Solacom Guardian Emergency Call Handling platform. This turnkey solution offers ECCs complete customization and easy upgrades to next-generation applications. The platform's open architecture ensures effortless reporting of ECCs and integrates new technologies without costly overhauls.

Emergency Communications Centre (ECCs) administration and management require efficient analytics to improve operations management and meet compliance requirements. All calls must be logged, tracked and packaged into useable and actionable reports.

SmartAnalytics (SmartAnalytics) provides easy access to call information at any time for analysis, reporting, and training. It's a complete data logging, tracking, and reporting application, engineered to integrate seamlessly with Solacom's Guardian Emergency Call Handling platform—the most flexible and user-friendly emergency call management solution for ECCs.

TRUST ADVANCED CALL LOGGING & TRACKING
SmartAnalytics is engineered to simplify reporting and tracking of call data information, as well as the administrative processes required to generate reports. It provides an innovative, flexible call-reporting interface and an efficient means of gathering, viewing, and sharing a greater variety of data quickly and easily.

To track call activity, SmartAnalytics leverages call log capabilities built into the Guardian call handling equipment. Each call is assigned a unique identifier enabling SmartAnalytics to provide step by step call details, significantly increasing the ability for the ECC to better understand the caller experience.

SmartAnalytics®

BUILT ON NEXT GENERATION AI/MACHINE LEARNING TECHNOLOGY

SmartAnalytics is a game-changer for ECCs call centres looking to streamline operations thanks to the power of Artificial Intelligence (AI) and machine-learning. SmartAnalytics empowers ECCs to uncover valuable insights from their data, allowing them to make data-driven decisions. When data is collected, it's AI-driven feature set can provide ECC administrators with predictive analytics to assist with ECC operations and resources management.

As a cloud-based application, SmartAnalytics lets users effortlessly explore data and discover hidden trends, identify anomalies, and predict future call patterns. Experience the future of reporting with SmartAnalytics, where data becomes your strategic ally in achieving operational success.

RELY ON SECURE DATA PROTECTION

Naturally, every ECC will want to protect their data. SmartAnalytics relies on assigned user permissions, allowing user access to only the data assigned to their credentials. Solacom leverages AWS's secure hosting facilities employing encryption at rest, in transit, and Multi-Factor Authentication for complete protection.

SIMPLIFY REPORTING

To simplify reporting and data analysis, SmartAnalytics uses a combination of dashboards and reports. SmartAnalytics dashboards offer a consolidated display of visual elements, enabling users to assess and analyze multiple statistics simultaneously. Users have the flexibility to apply filters to the entire dashboard, allowing them to drill into their specific areas of interest. Additionally, comprehensive reports are at your disposal, offering in-depth data insights that can be easily shared with management.

SmartAnalytics allows users to personalize their reporting experience, through customizable reports and dashboards. Reports and dashboard data can be tailored to communicate the most crucial information required by the ECC. Customized reports and dashboards simplify the process to generate custom reports for specific, time frames and present them in a tailored format.

Dashboard Reports
- » Emergency Dashboard
- » Emergency Report by Period Dashboard
- » Report by Hour Dashboard
- » Report by Day Dashboard
- » Report by Week Dashboard
- » Report by Month Dashboard
- » Report by Year Dashboard

Standard Reports
- » Average Call Duration
- » Call Answer Time
- » Call Detail
- » Call Distribution
- » Emergency Abandoned Calls
- » Emergency Calls
- » Emergency Calls Answered Over/Under 10s
- » Emergency Caller Ring Time Range
- » Emergency Call Type
- » Emergency Class of Service
- » Emergency ECC Grade of Service
- » Emergency Speed of Transfer
- » Emergency Top Calling Number Report

3-Agent Reports
- » Agent Performance - Call Distribution
- » Emergency Agent Performance

4-Detail Reports
- » Call Transfer Details
- » Single Call Trace
- » Text Messaging

ABOUT SOLACOM

Solacom (a subsidiary of Comtech Telecommunications Corp.) provides the most flexible multimedia emergency call handling solutions for emergency communications centres (ECCs). Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation emergency services, satellite and space communications technologies, and cloud native capabilities to commercial and government customers around the world. Our unique culture of innovation and employee empowerment unleashes a relentless passion for customer success. With multiple facilities located in technology corridors throughout the USA and around the world, Comtech leverages our global presence, technology leadership, and decades of experience to create the world's most innovative communications solutions. For more information, please visit www.comtech.com.

1 (888) 765-2266 // 1 (819) 205-8100 // cst-sales@comtech.com