cistera

AnalyzeIT

ReportIT
SearchIT

Driving business intelligence

AnalyzeIT ReportIT • SearchIT

Business communications specialists

Our team of business communications specialists work closely with our clients to customize the integration and organization of recorded data reporting. We ensure that you can:

- Find the data that you want
- When you need it
- Live on every device

Our goal is to drive and protect revenue through enhanced customer experiences, team engagement, training and compliance.

Your Cistera business communication specialist, will begin by listening to your business objectives and align these with your recording network architecture. Your objectives will be translated into insight gathering tasks that can extract data from all customer interactions including LMR device communication networks.

Insights are achieved through live monitoring, automated monitoring alerts, agent screen grabs, intelligent random evaluations, customer feedback and grouped data aggregated on customized analytics dashboards within Microsoft Power BI.

Microsoft Power BI analytics integration

The Cistera Suite integrates with your Microsoft Power BI platform creating unlimited listening and analytical opportunities.

All key data can be aggregated providing offering a 360° view of your organization available on all devices.

Microsoft Partner

Power BI

cistera

Make better decisions in less time

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ReportIT

ReportIT is a web based reporting application with embeddable API

Schedule reports leveraging calendar or cron based trigger delivered to dashboards or email

Live analytics dashboards and manual export in multiple formats: HTML, PDF, CSV, XLS & API

Tag calls for training or performance evaluation reporting

Increase agent efficiency with agent time management reports

Decrease call volume forecasting time with customized agent management reports

Increase customer satisfaction and organization efficiency by matching resources with call volumes more accurately

Enhance agent experience with easy to use dashboards that provide tools for agent success

Agent supervisor dashboard providing live time information and alerts

Pre-integrated OLAP Analysis capabilities such as single click drill through to detail and pivoting/swapping of axis

SearchIT

Record and search within all calls or in pre-defined groups

Search for event markers including dates, times, call duration and keyword groups

Sensitive information data cleansing including credit card and address data

Tag and locate agent calls and screen grabs illustrating best and worst practice for training

Evaluation data search by keyword, team or individual

Easily locate evaluation metrics for individuals, teams and customers

Export and share data with individuals, teams or via Microsoft Power BI API

The Cistera Suite delivers definite advantages. Since we deal with so many large organizations, including hospitals and insurance companies, detailed data ensures the efficiency of our medical and billing processes."

Bob Carver
IT Director, AirMed

72%

of clients report their decision making is faster since integrating The Cistera Suite