



Real-time insights into call metrics and payment interactions.

Sycurio Report is a real-time data analysis feature that provides live insights into payment interactions and call metrics throughout the contact center.

It provides easy-to-read intuitive dashboards that deliver the information needed to optimise processes, scheduling and performance targets. Report's advanced analytical capabilities enable you to identify operational trends that ensure you always have the right information required to deliver the highest levels of service.

Driving payment process efficiency.

Providing real-time information on all inbound and outbound payment transaction calls across your Sycurio.Voice platform, Report makes it easy to plan more effectively and predict future requirements.

Now you can understand transaction volumes at any given time, analyse anomalies or evaluate successful and failed transactions.

Plan for the future.

By tracking historic payment volumes and handling-times you'll be able to plan more effectively. So you can ensure you have sufficient coverage during predicted peak times and reduce cover during the slower periods.

Having the ability to allocate the right resources will have a positive impact on customer experience - and your profitability.



Use data to drive measurable improvements.

Report can help you make good decisions in real-time. For example, if you see that customers are having to repeat the payment process too frequently (shown by a "reset" on the dashboard), you can act immediately by adjusting scripts or initiating additional training.

Delivering clear information that enables you to understand how payments are impacting on your average handling times (AHT), Report can help you identify the most effective times to undertake outbound campaigns that target payments or purchases.

Delivered via customisable dashboards, all Sycurio Report data can be accessed and exported into your own business intelligence systems. A facility that allows you to analyse and automate your information using your preferred tools and systems.



Using the insights you gain to ensure your resources are allocated for optimised efficiency.



Concise real-time dashboards

Sycurio Report's intuitive dashboards provide you with a concise view of essential information that can help you optimise your processes, scheduling, and payment performance targets.

- **Totals** – all inbound and outbound calls, success/failure rates for payment data capture in Sycurio.Voice's SecureMode
- **Averages** – call handling times in and out of SecureMode
- **Percentages** – the proportion of calls that resulted in successful payments
- **Payments** – the total number of payments, their values, and averages over time



Sycurio Report – benefits at a glance

- Customisable and powerful analytics solution for contact centre payment environments which delivers total visibility of all inbound/outbound call metrics passing through the Sycurio.Voice solution
- A complete set of pre-configured dashboards you can tailor according to your needs – change appearance, refresh rates and reporting periods to suit your operational and business environments
- Full reporting on success/failure rates for data capture and payment transactions Compare live and historic payment and agent performance data
- Accurately track and visualise rises/falls in payment volumes and trend data to plan more effectively and predict future requirements
- Sensitive data entered into the web page cannot be copied, is not visible in the browser code and screenshots cannot be taken
- Quantify how payments affect your average handling times (AHT)
- Monitor accessibility and inclusivity through customer choice of keypad or speech recognition
- Improve agent productivity and reduce agent turnover through access to best working practice metrics
- Connect your call and payment data to your business and management information tools



Level 1
Service Provider



mastercard
SDP Compliant
Service Provider

