Unified communications (UC)
Reports & Analytics

Turn raw data into business decisions.
## Unlock the full potential of your communications platform.

Our Unified Communications Control Panel for Administrators provides direct access to valuable **Reports & Analytics** tools to help monitor and assess the performance of their communication services. These reports give insights to enable data-driven decision-making and continuous improvement in service delivery. Here are a few examples:

Maximize ROI
Are you getting the most out of your investment?

The **Service Adoption Dashboard** tracks exactly how your team uses Voice, Chat, and Meetings tools. Identify adoption gaps instantly and ensure your technology is driving value.

- Verify utilization
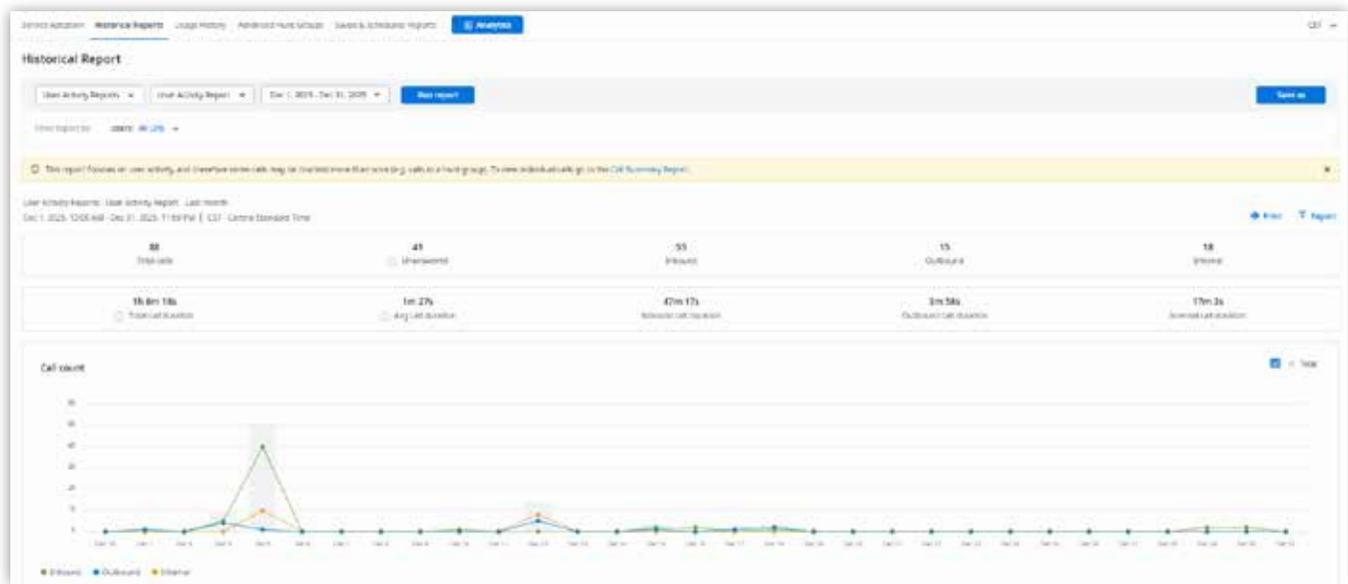
- Target training where it's needed
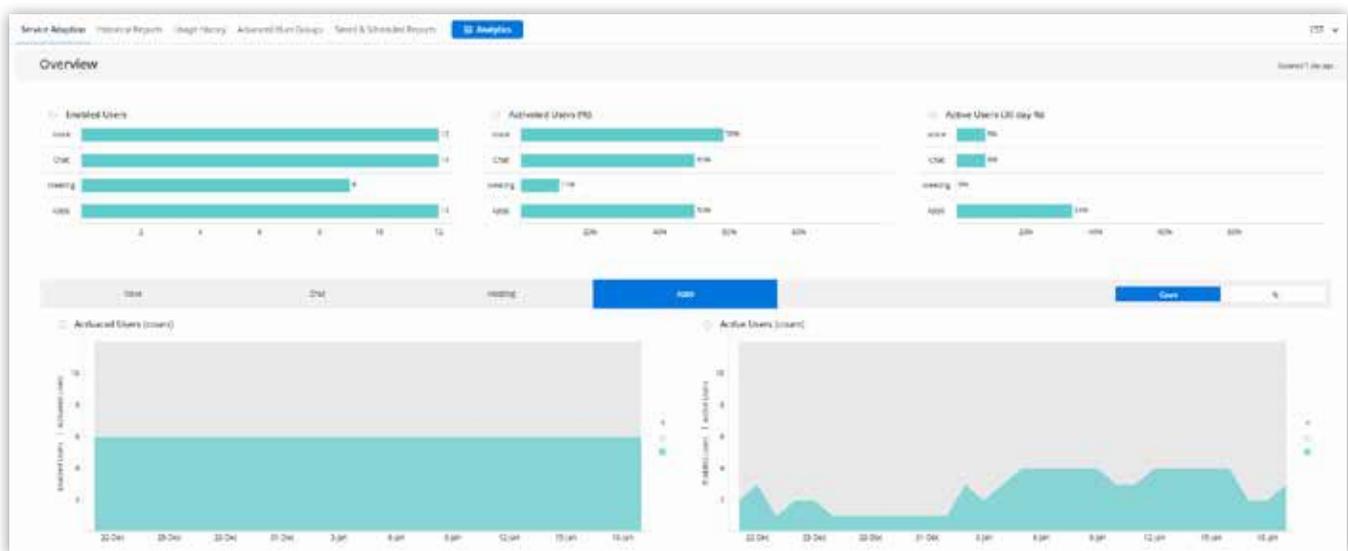
Drive Productivity

Don't guess who your top performers are.

User Activity Reports give you granular data on call volume, duration, and answer rates. Spot trends, balance workloads, and coach your team effectively.

- Identify high-volume periods

- Ensure accountability across teams

Stop Missed Opportunities

A missed call is a missed sale.

Our **Call Reports** provide detailed insights and analytics related to phone calls within your UC system.

- Avoid missed calls by tracking unanswered calls by Group and/or User, allowing you to recover leads immediately and fix staffing gaps during peak hours.

- Monitor answer rates, call durations, and more by Group and/or User to assess operational efficiencies.
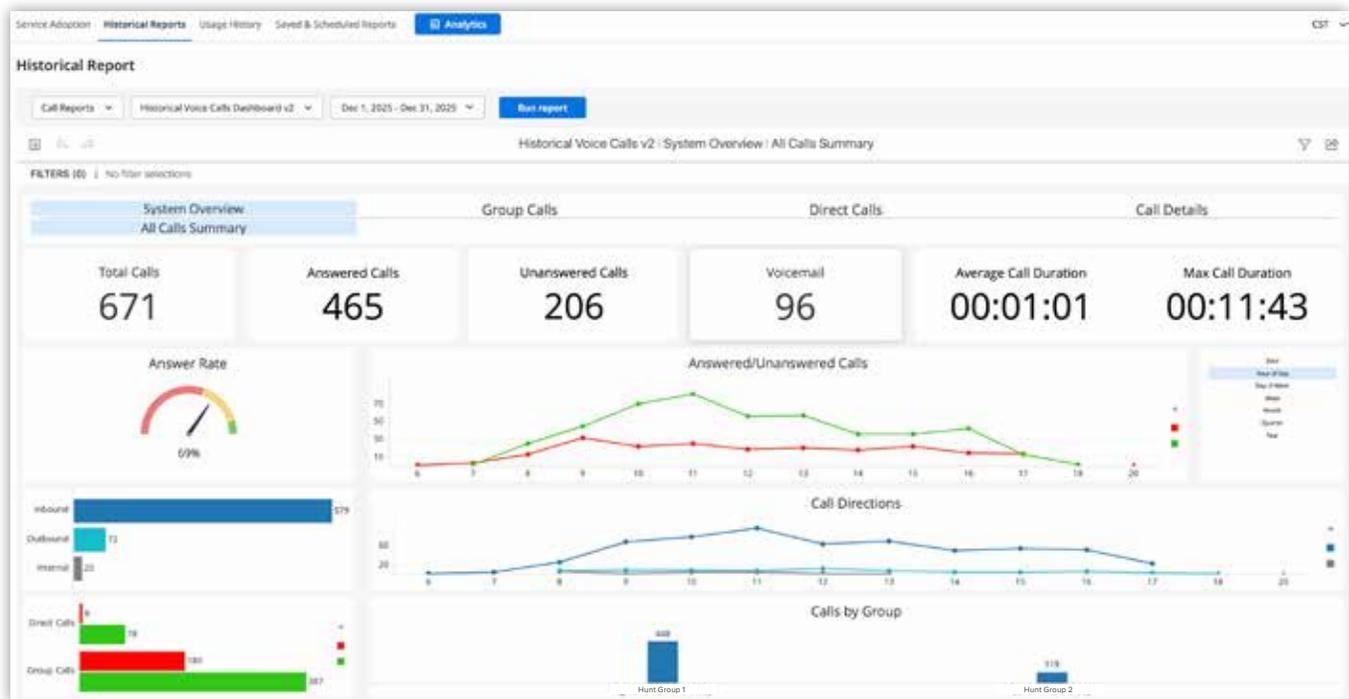
At A Glance: Actionable Insights

Report Type	Capabilities	Business Value
Traffic Analysis	Visualize Inbound vs Outbound flow to staff correctly.
Historical Voice Calls	Deep dive into Answer Rates and Voicemail drops.
Scheduled Reports	Automated PDFs sent to your inbox daily or weekly.

Optimize your business performance with UC Reports & Analytics!

Get the visibility you need to lead with confidence.

- **For our existing customers:** log into the REV UC Control Panel > Reports & Analytics tab.

- **For our next customers:** contact our sales team for a live demonstration.

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