

Analytics365

Personalised Dashboard Insights for Microsoft Teams



Drive business performance by promoting well-being, collaboration, and customer engagement.

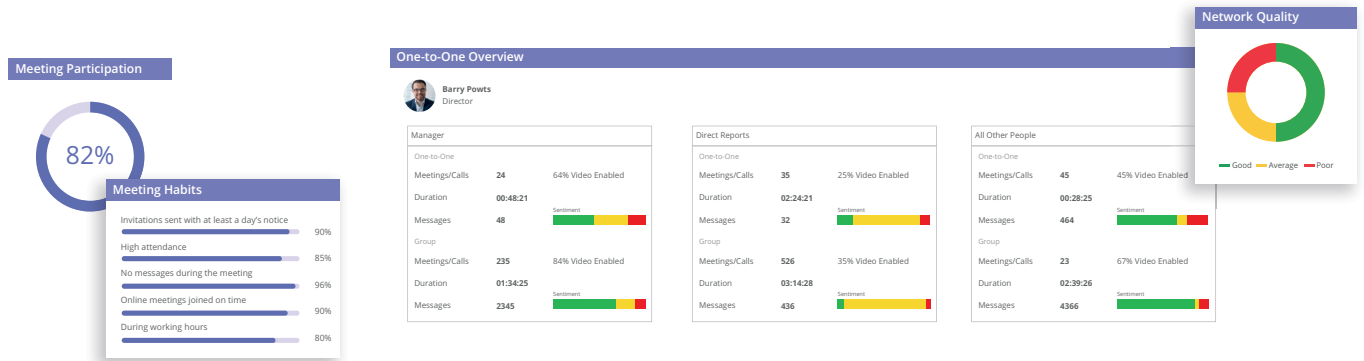
Make Working Together Better

Give your people the power to work smarter and healthier. Understand how long people spend in meetings and on calls. See who's working long hours, identify message sentiment and reaction trends. Analytics 365 will help you promote well-being, retain staff, and improve performance.

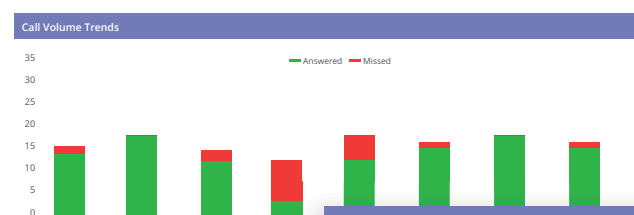


Focus on Quality Collaboration

Get individual, team and business insight wherever your people choose to work. Understand and compare collaboration habits to improve the way people communicate, share knowledge, and adhere to policy throughout the business.



Take Customer Engagement to the Next Level



Evaluate customer engagement across meetings, calls, phone calls and messages. Understand call volumes, answer performance, and return missed calls with Teams Calling analytics. Compare interaction and share best practice to build lasting relationships.

Call Type	Audio					Video				
	Organised	Participated	Total Talk Time	Avg. Talk Time	Avg. Call Quality	Organised	Participated	Total Talk Time	Avg. Talk Time	Avg. Call Quality
Group	34	5	05:28:37	00:38:37	Good	34	6	02:38:37	01:08:27	Good
PeerToPeer	32	3	04:03:43	00:23:53	Good	12	4	06:53:43	00:53:33	Average
Teams	12	6	05:23:55	00:43:15	Good	22	12	07:53:52	00:33:55	Good

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About Analytics 365

Analytics 365 is a native Microsoft Teams App that leverages your Microsoft 365 directory, user profiles, groups and security policies to simplify administration. Get started with default dashboards, then build your own to provide the insight you need to drive performance improvement.

<h3>Easy to use dashboards and cards</h3> <p>The insight you need to focus on well-being, internal collaboration, and customer engagement</p>	Get started with default dashboards	Well-being, My Analytics, One-to-One Engagement, People Engagement, Customer Engagement
	Build Your own dashboards in minutes	Choose from an extensive card catalogue – KPI's, tables & graphs
		Rename cards to indicate their purpose
		Place cards side by side to compare and identify trends
		Shortcuts - Pin, pop, quick add and bulk edit of cards
	Configure cards to focus on the insight you need	Select People, Teams, Groups and Call Queues
		Choose preconfigured periods or custom dates
		Filter by Calls, Meetings and Message criteria
	Share your dashboards and cards with others	Schedule a dashboard to share by email
		Share any card via a time limited URL
<h3>Simple administration</h3> <p>A native Teams app that leverages Microsoft 365 to simplify security and administration</p>	Leverage Microsoft 365	A Native Microsoft Teams App with Single Sign On
		Synchronize Microsoft 365 directories, groups, call queues and time zones
	Manage settings by group policy or individual user settings	Mix and match subscriptions to individual roles
		Enable / disable reporting access for individuals
		Specify Teams, Groups and Call Queues for reporting access
		Create and apply working hour profiles to individuals
	Connect to other Apps	Share collaboration data via an Applications Programming Interface

Subscriptions

Any Analytics 365 user can access reporting and administration subject to appropriate permissions. The Collaboration Analytics license enables users to be reportable.

Collaboration Analytics	Meetings, Calls, Phone Calls & Messages
Free Insights	Reporting on paid subscriptions only