

MIRALIX View

“ The idea behind Miralix View is to provide a factual basis for decisions regarding telephony. Miralix View customers can see the statistics they deem relevant and use it to improve their customer service.



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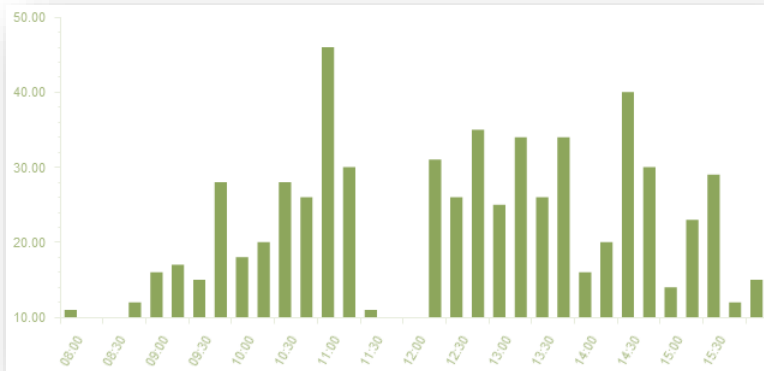
Quick and easy access

Access Miralix View from your browser and get direct access to predefined dashboards and reports. You can get started quickly with the predefined reports and can then go into more depth by designing the reports themselves, so you choose which data you want to view.

Make better decisions

Miralix View gives you insight into your call handling, and among other things:

- Avoid missed calls
- Reduce internal transfers
- Achieve faster responses



The graph above makes it quick and easy to see what time of day you lose most calls. Similar graphs can be found for the data you find relevant.

Miralix View allows you to click on one of the bars and see exactly who had called.

Automatic reports

Send reports to managers, agents and colleagues in the format you wish (PDF, Excel, PowerPoint, etc.). In Miralix View, reports can be planned to be automatically sent to the recipient.



Analyzes

- Lost calls per. queue
- Load per. queue / time
- Agent analyzes
- Service Level
- Settings

Reporting

Design reports that match the individual needs

Explore more

You can go from overview to detail in a few clicks

Graph overview

Achieve a graphical breakdown with charts

Browser based

Get easy access to the analyzes regardless of time, place and device.



Book a demo

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