Cloud based Monitoring & Call Analytics solution for Microsoft Teams

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monitor your business intelligence

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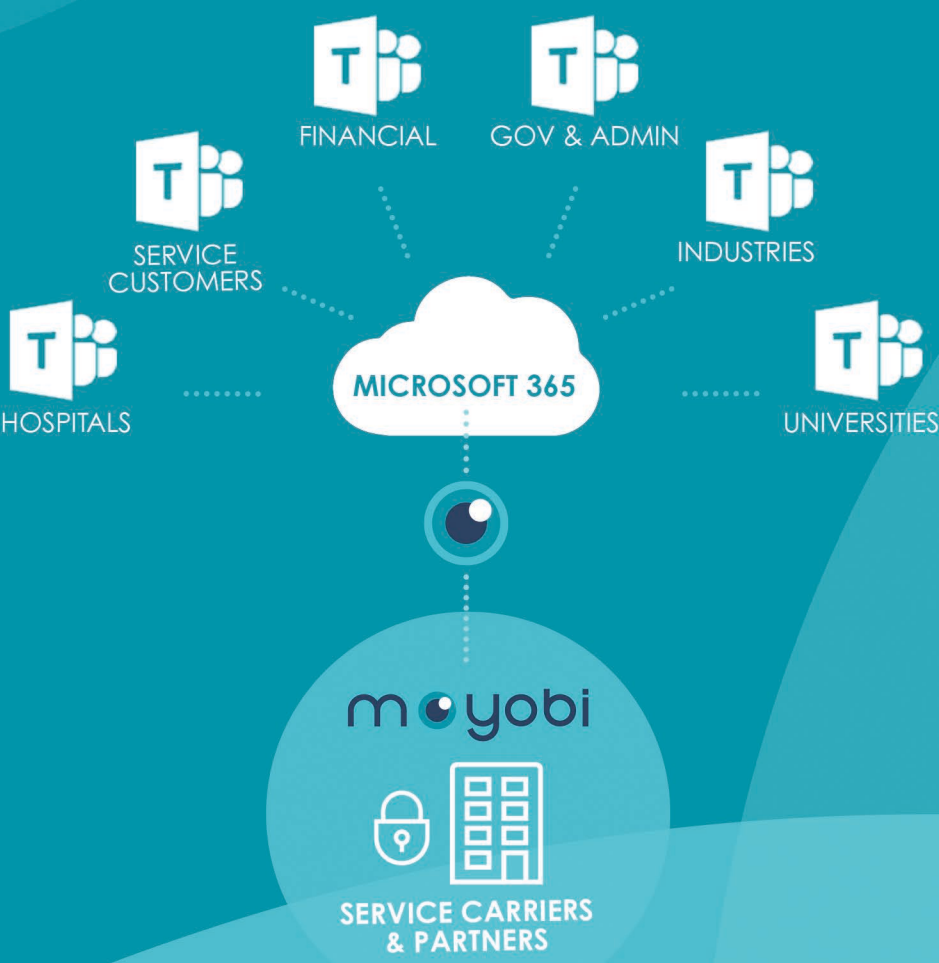
Designed for small, medium and large companies through a secured access.

Pay as you grow.
Only limited investments are needed to start.

You will then pay for your subscription as you grow.

An innovative licensing portal to manage MoYoBi Cloud Licensing.

DASHBOARD WIDGETS

Microsoft Teams Historical Dashboard solution gives users the option to obtain statistics on auto-attendant / queue / agent performance, such as: answered or missed opportunities, caller experience and promptness in finding a resolution for incoming requests.
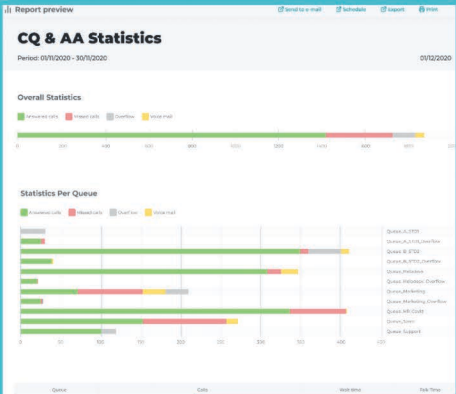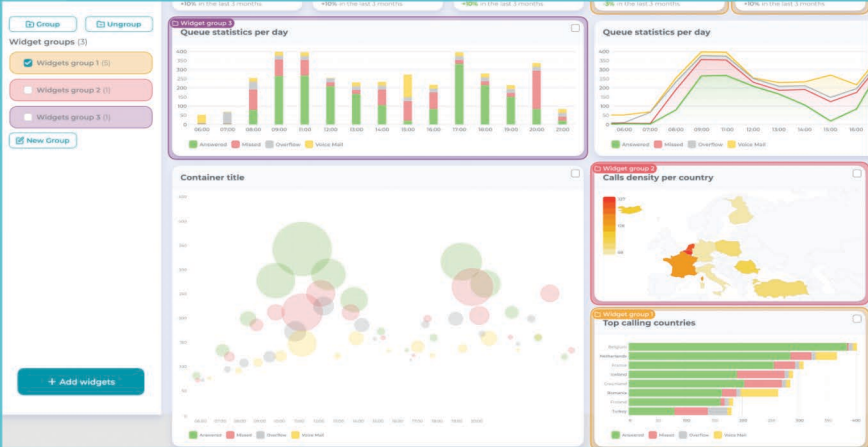
QUEUE STATISTICS REPORTS
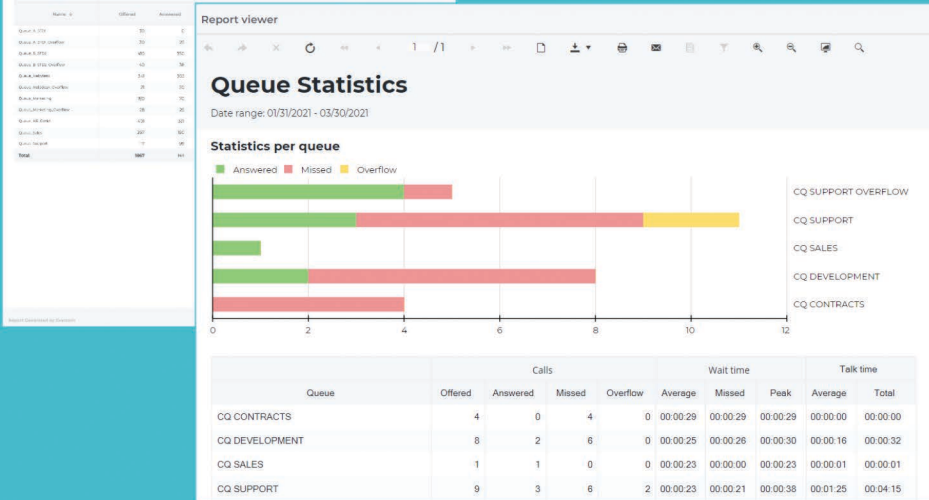
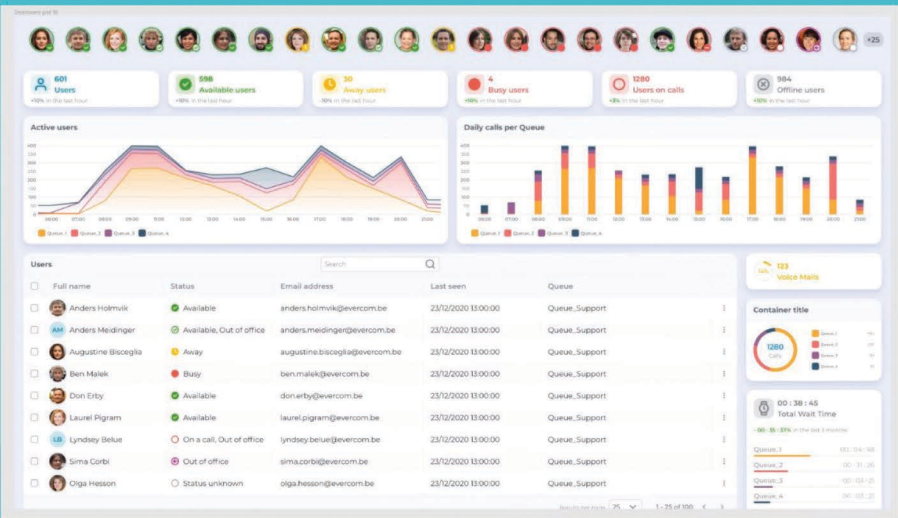MoYoBi provides dedicated statistics and detailed reports to supervise the activity on Call Queues.

The **Queue Statistics report** delivers summary statistics and can be filtered by caller, auto-attendant, queues, agents, wait-time and scenario resolution.

The **Queue Details report** offers details about the Call Queue/Auto-Attendant number the calling party has dialed, call date and duration, as well as call (answered or unanswered) and agent that answered the call.

AGENT STATISTICS REPORTS

MoYoBi delivers specialized reports from the Agent's perspective to monitor their performance and asses their efficiency.

The **Agent Statistics report** displays statistics for agents that are part of a queue, while its **detailed version** (Agent Details) offers details about call by call agents' traffic, including the agent who answered the call.

CALL ANALYTICS

Part of MoYoBi's capabilities is collecting and processing calls, providing call analytics as well as a variety of built-in reports for a quick insight into call cost and call information, enabling chargeback, traffic analysis and cost control.

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