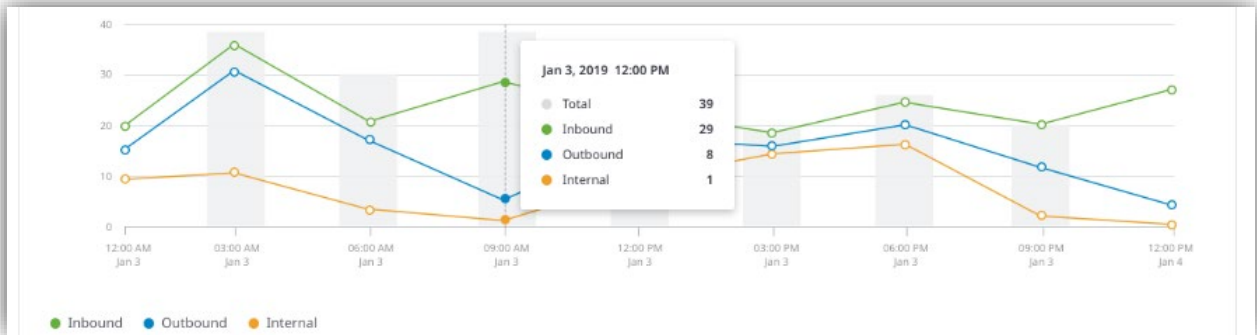


Subj: NEW! Call Insights from Elevate!

NEW! Elevate Call Analytics:

Visualizations that optimize employee efficiency - while improving customer engagements.



Call Analytics is now INCLUDED with your Elevate account.



Tracks employee performance

Clear graphs of employee performance over time helps your managers to adjust schedules and staffing, and helps determine who needs a bit more coaching.



Tracks call activity on all your Elevate devices

Whether employees place or take calls from the office, from home, or on the road, your customers always get quality data from every Elevate-enabled device.



Includes additional capabilities for Contact Center Express customers!

Tracks and consolidates customer calling data

Call Analytics for Contact Center Express tracks *who* called and for *how long*, and the actions the customer took - like transferring elsewhere, or abandoning the call.

Navigate to: [Control Panel](#) → [Elevate](#) → [Reports & Analytics](#) to access!