



# REPORTING AND ANALYTICS FOR NEXT GENERATION EMERGENCY COMMUNICATIONS CENTERS

Advanced Features Allow  
You to Plan More Effectively.

## OMNI911 ANALYTICS OVERVIEW

MicroAutomation's Omni911 Analytics is a comprehensive reporting and analytics package that helps take your Emergency Communications Center (ECC) to the next level. This advanced Omni911 feature provides state-of-the-art business intelligence by transforming data into actionable information that can be leveraged for critical decision-making.

Omni911 Analytics allows your team to make more informed choices to optimize your ECC. Analyze historical performance and trends to anticipate future demands and effectively plan ahead. It's all about saving aggregate seconds in an industry where seconds save lives.

## SUPERIOR BUSINESS INTELLIGENCE

**A well designed, straightforward interface gives decision-makers speed and control.**

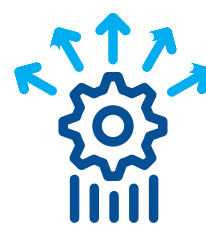
Use the intuitive Omni911 Analytics dashboard to filter and aggregate results for review and investigation. Examine your data the way you need it, viewing holistically, drilling down to examine individual performance or focusing on call detail from a single application. **It's data analysis that truly puts you in control of the staffing, technology and resourcing of your Emergency Communications Center.**



Historical Reporting



Trend Evaluation



Enhanced Decision-Making

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# OMNI911 ANALYTICS, AN OMNI911 ADVANCED FEATURE

## CALL DATA AND AGENT DATA TO IMPROVE TREND ANALYSIS

Dynamically cross-reference calling patterns with agent performance to find trends and maximize operations.

### Call Data: Understanding Call Volume and Flow

Dissect the data by call type, call disposition and call status, etc., to identify call trends.



### Agent Performance: Analyze and Anticipate Need

Examine agent activity and agent availability during periods of time – i.e. ring answering time, abandoned call counts, etc. – to determine effectiveness.



### Advanced Features:

- Omni911 Scribe: Real-time Call Transcription and Translation service
- Omni911 Analytics: Robust Analytics and Reporting package
- Omni911 Archive: Comprehensive Call Recording package
- Omni911 Virtual Agent: Automated Callback for abandoned calls



## OMNI911 ANALYTICS BENEFITS

### Easy Access to Reviewing Data

- Conduct micro or macro analysis using a single, simple interface.
- Toggle individual data items for impact analysis.
- Compile and display data with ease in the time grouping of your choice: hourly, daily, weekly, monthly, or annually.

### Fast Manipulation of Data for Analysis

- View trends as you want to see them (hour over hour, day over day, month over month, year over year, etc.) with a simple click.
- Easily export graphs and raw data for further analysis.
- Report-ready presentation graphics and assets.

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