



ULTATEL

Call Analytics

TOP 10 **enterprise networking**
VoIP SOLUTIONS PROVIDERS
2019 - 2020



Performance Dashboard & Reports

Have access to real-time and historical data. Tailor reports to your needs and stay up-to-date on performance metrics.



Quality Grading & Control

Grade both individual calls and agents to keep record of performance and evaluate trends.



Statistics

Successful calls, missed calls, dropped calls, call duration, information and other measurements are tracked in one place for easy navigation.



Call Recording

Record calls to evaluate agent performance and enable call whispering to allow for agent coaching that is unheard by the call participant.



Status - Queuing

See what agents are available and who are on calls with their status alerts. Create queue charts to engineer call flow across available agents.



REAL-TIME

Track call activity in real time so that missed opportunities are not missed for long. Caller ID and number tracking allow agents to resolve any past issues.

About ULTATEL

ULTATEL formed to offer the ultimate communication solution with a focus on customer satisfaction. The single platform provides everything a contact center needs, 80+ features at a price that beats any competition.

PRICE SATISFACTION GUARANTEE

ULTATEL will match or beat any competitor's offer*

*Subject to ULTATEL's Terms of Use



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CLARITY
CONNECT

The Ultimate Cloud Communication Solution

All in One Solution

Regardless of your company's size or industry, ULTATEL can help with cost-effective tools that are all under one roof with ULTATEL's cloud solution. No hardware is needed so costly equipment upgrades and maintenance are now a thing of the past. Improve communication quality, enhance your customer experience and reduce your monthly phone bill.

Better Connected, Even When Further Away

ULTATEL Clarity Connect softphones allow you to make HD voice and 1080p video calls over IP using H.264 and VP8 codecs for crisp, clear calls. Your company's employees can now be anywhere, working anytime.



We're Your Partner

We pride ourselves in being a long-term, strategic advocate for our customers. Our personalized, local expert advisory and managed services, as well as 24/7/365 digital and on-site support is delivered by the same engineers that created the solutions.



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Schedule a Free Demo

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