


## How **INSIGHT** Boosts Profitability

<b>Trend forecasting.</b>	<b>Know your business with key metrics reports.</b>	<b>Improve strategy.</b>
<b>Workforce management optimization.</b>		<b>Real-time analysis with easy navigation.</b>
<b>Search for hidden patterns.</b>	<b>Holistic optimization, predictability models and profitability indexing.</b>	<b>Predict customer behavior.</b>

**INSIGHT** Business Intelligence Services by Global CTI helps you consolidate and transform data into critical business insights. Your data and INSIGHT's expertise in mining it will transform your business. You gain insights through:

<b>Voice</b>	<b>Workforce Management</b>	<b>Integrated Business</b>
<ul style="list-style-type: none"> <li>• Speech Analytics</li> <li>• Call Reports</li> <li>• Advanced Call Queue</li> </ul>	<ul style="list-style-type: none"> <li>• Call Volume Analytics</li> <li>• Real-Time Dashboards</li> <li>• SLA Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Agent Call Data</li> <li>• CRM</li> <li>• Customer Surveys</li> </ul>