



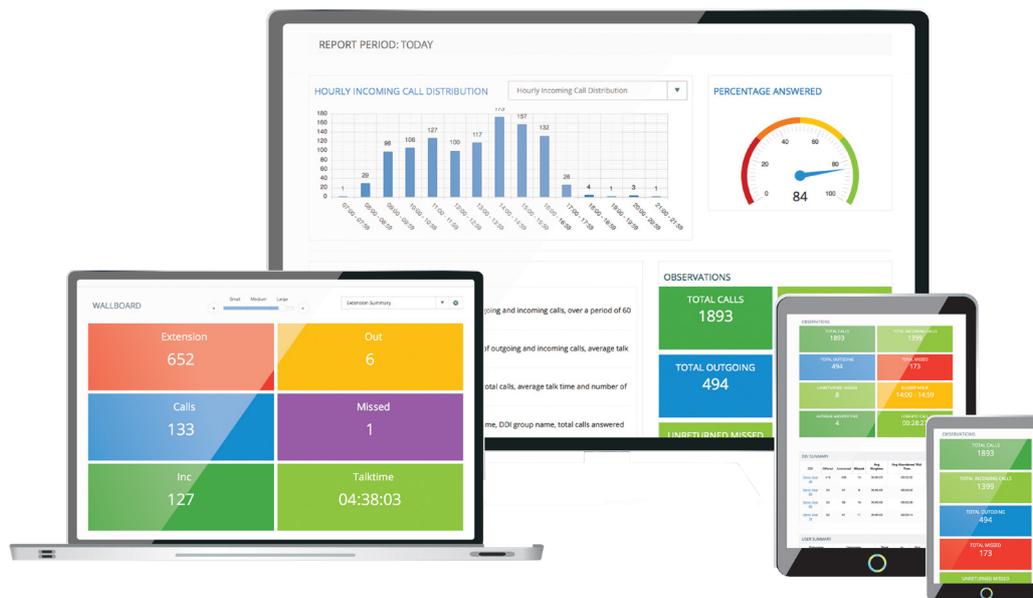
Call Recording and Call Analytics for your Business

Poor customer experience in Australia costs businesses \$122B per year* and 24% of Australians stop doing business with a brand they love after just one poor experience.**

Our iCall Suite (iCS) online software application is ideal for businesses that are interested in analysing the whole customer experience, managing effective customer relationships and striving towards excellence in customer service.

- ✓ Enables your customer-facing teams to record, monitor and analyse essential business call metrics by accessing reports, dashboards and call recordings.
- ✓ Manage and improve your customer experience by accessing real-time call analytics on desktops, laptops, tablets and mobile devices.

iCall Suite Dashboard



Quality call recording and monitoring

Our iCS Record is a call recording service that allows your business to provide playback, call evaluation, quality monitoring and flexible storage options. You can combine call analytics that analyse call handling presence to maximise staff and resource productivity.

Powerful live call analytics

A fully integrated call cloud analytics service that enables your customer-facing and management teams to monitor queues and inbound and outbound calls and thereby, helping your business to improve operational and customer service efficiencies.

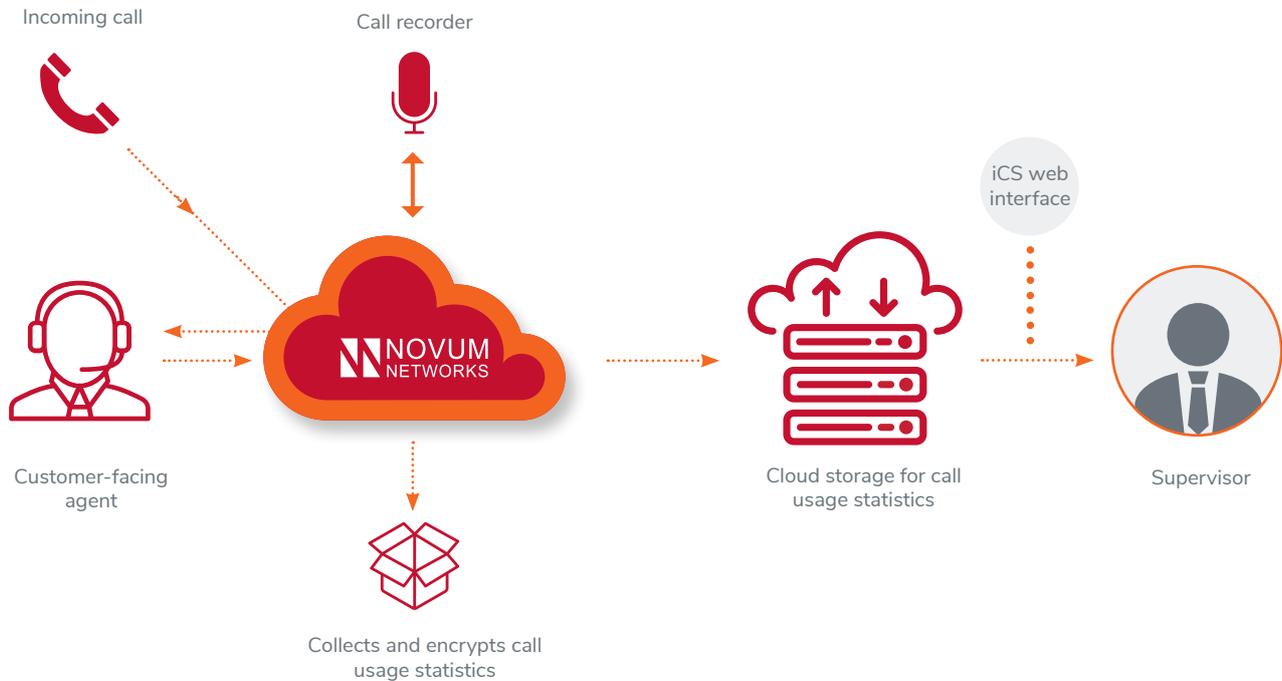
*2016 Statistics provided by Accenture.

**2018 Statistics provided by PwC.



How it Works?

Call Recording and Call Analytics



Why Call Recording?

Fully integrated call recording and evaluation.

Call recording allows your business and your employees to see an immediate impact on your customer service strategy and can be used with business analytics in the following ways:

Call monitoring

Monitor call quality and staff performance to improve company and customer service standards.

Customer experience

Boost customer experiences and rescue defecting customers by identifying customer service workflow issues.

Call resolution

Resolve “who said what” disputes.

Protection

Protect staff from abuse.

Productivity

Train staff on call handling techniques and customer interactions to improve performance.

Compliant

Facilitates PCI DSS, MiFiD II and GDPR compliance (for industry regulation).



Why Call Analytics?

Achieve your business objectives faster by monitoring the effectiveness of your campaigns and channels.



Simplicity

Customise outputs and design dashboards according to your business employees' needs. The menu option is designed to work "at a glance" to ensure every element of the service is easy and straightforward.



Productivity

Monitor call quality and improve staff performance and productivity. Access dashboards and wallboards, to analyse key metrics such as time to answer, number of abandoned calls and missed call resolution.



Availability

Faster decision making based on call activity, regardless of your location. You can check crucial analytics data via dashboards, reports and wallboards from any Internet-connected device.



Customer centric

Leverage daily call flows and conversations to better understand your customers' buying journeys and preferences.



Resource optimisation

Enables your business to schedule the right number of call handlers at different times and days of the week, improving staff performance and using "what if" calculations to plan for staff to customer ratios.



Scalability

Easily add or remove staff giving you greater flexibility and remove the costs for expensive system upgrades or programming.

The Novum Difference

Easy administration

The iCS has been designed to integrate seamlessly with our Broadworks platform and our Cloud Telephony services. A single portal for complete business analytics.

First-to-market

First-to-market of the iCS service in Australia that integrates with our Business Cloud PBX service, designed to transform your customer experience.

Flexible

Our pay-as-you-go solution offers businesses the ability to add on features quickly in order to mitigate missed opportunities and deliver a higher level of customer service.

Sophistication

Our deployment of the iCS provides a comprehensive A to Z access of everything call record related, from detailed call activity information to incoming advanced call reports and analysis.

Cost saving

We offer a complementary 12-month free cloud storage and maintenance on our platform, allowing your business to cut back on operating costs.



Feature Highlights and Benefits

Tailor-made for businesses – our bundle solutions allow your business to pay for only what your employees use.

Our call analytics and recording solution is secure and compliant with added business continuity and resilience features. Our mobile-responsive application (app) enables your employees to access business reports from any Internet-connected device.



iCS Insight

Provides your business with real-time reporting and data visualisations through ready-made dashboards and wallboards which can be refreshed every 15 minutes.



iCS Report Premier

Your employees can monitor in real-time iCS Report capabilities for administrative control. To meet future staffing needs, you can access in real-time customer service agent availability and call handling statistics with adaptive call queue boundaries.



iCS Report

Allows your business to access enhanced reporting, advanced analytics and dashboards which can be broken down by customer service agent, hunt group or automatic call distribution. Incoming calls can be analysed and monitored in greater depth, and report scheduling can be customised.



iCS Record

Enables your business to access adaptable call recording and playback features. The iCS Record Plus adds administrative functions such as call tagging (virtual bookmark to easily locate calls for review or training purposes) and call evaluation, all to improve call quality management.

About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.