NetFortris

Data Sheet

CDR API

Call Detail Record Reporting API

Your Data. Your Way.

In today's competitive environment, it's more important than ever to get your data, your way. The NetFortris Call Detail Record (CDR) Reporting API allows your company to view communication insights most meaningful to your productivity and business performance.

WITH OUR CDR API, CUSTOMERS CAN:

Seamlessly access their call data to:

- Generate reports
- Perform analytics any way you choose
- Pull valuable call and queue data
- Bypass the pre-defined CP or Report Scheduler user interface
- Do it automatically!

WHY API?

- Display and analyze data relevant to your business in lighting speed
- Use the API to enhance your businesses software
- Our API integrates simply into any kind of application, widget, or dashboard. It allows our customer to visualize their own call data through a custom user interface
- It also fits nicely with solutions built on business intelligence platforms or reporting solutions, including:

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POTENTIAL WAYS TO TAKE ADVANTAGE OF THE API:

- Predict customer behavior based on inbound and outbound calls
- Integrate near real-time call queue data with other data in your CRM or CMS
- Build live reporting and analytic solutions reflective of the business KPIs
- Improve business performance in a compressed marketplace

POTENTIAL ANALYTICS FOR BUSINESS PERFORMANCE MANAGEMENT:

- Identify 'one and dones' to create a robust solutions library
- Track a queue call with the resolved case, in the CRM system
- Identify sales and service pain points
- Add visualization to data
- Match first time closing calls with CRM data

To learn how your business can benefit from CDR API, contact your NetFortris representative or visit netfortris.com/cdr-api

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