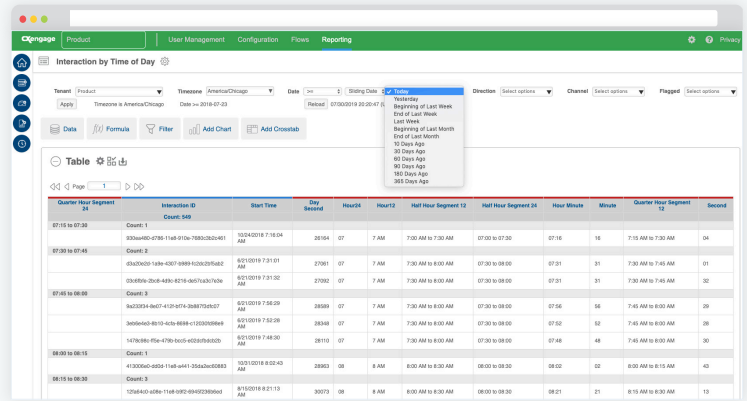


CxEngage Historical Reporting Upgrade

Serenova has upgraded the CxEngage business intelligence platform to improve user experience. Our enhanced platform for historical reporting is more intuitive, streamlined, and makes editing and managing reports easier for the Contact Center Supervisor.

New Benefits at a Glance

- Intuitive and streamlined
- Highly customizable with more visualizations
- Easy report sharing
- Uses standard query language
- Comprehensive documentation available



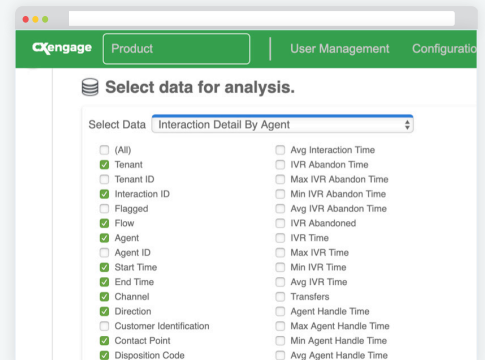
NEW — SLIDING DATE FILTERS

All the reporting capabilities you had before...PLUS

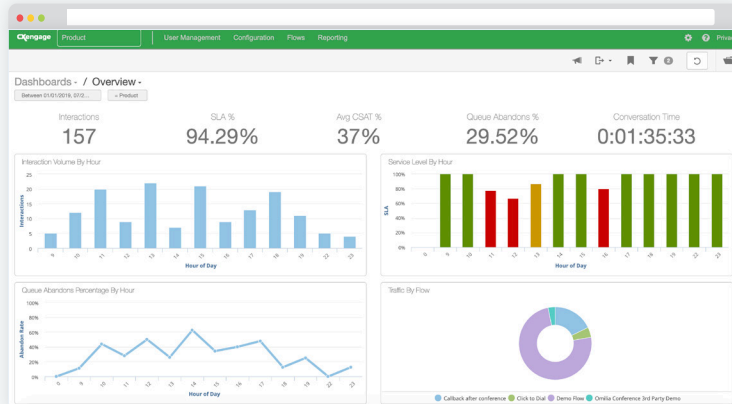
- Global Time Zone Support**
 View dashboards and reports in any global time zone or see the same data for different time zones. Choose date and time formats.
- Improved Report Performance**
 More consistent performance. Faster loading and rendering of large data sets.
- Powerful Customization Tools**
 Fewer steps and no proprietary coding needed for creating and customizing reports and dashboards.
- Dynamic Chart Creation**
 Create visualizations and charts directly within reports for different perspectives and insights.
- Smarter File & Folder Structure**
 Create folders and subfolders to better categorize and sub-categorize dashboards and reports.
- Time Duration Stats**
 Aggregate and filter time-based stats such as Average Handle Time to drill into the data and identify specific areas not meeting target SLAs.

Simple Report Customization

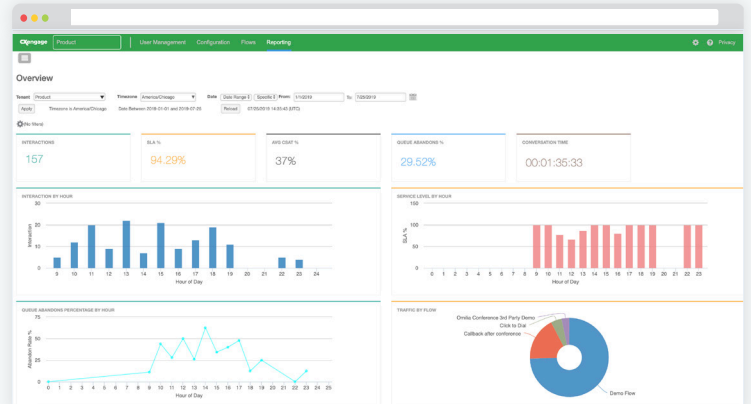
Simply select your desired report columns from our complete data sets to customize your reports. Then check the boxes to show or hide the columns you want included in the report.



Same Look and Feel: Dashboards Then vs. Now



OVERVIEW DASHBOARD — THEN



OVERVIEW DASHBOARD — NOW

CxEngage's unified cloud contact center platform can help Supervisors run a more productive, engaged contact center.



With CxEngage Reporting and Analytics, Supervisors have a single view of what's happening in the contact center and can make decisions based on real-time and historical data. The upgraded platform allows more consistent reporting on:



Service Levels



Average Handle Times



Queue Callback



Abandon Rates



Wrap Up Times

For more documentation, [click here](#).

About Serenova

Serenova has transformed the customer experience. Over a decade ago, the company realized technology didn't exist that could deliver immediate, consistent, and exceptional service. So, it created a true cloud contact center solution that could. The result is the ability to unify everything from customer engagement to quality management to analytics. This single source of truth provides global brands insights about customer information and experiences as they pivot between channels such as SMS, voice, or Facebook messenger.

Whether it's technology, healthcare, or retail, brands from all industries come to Serenova for its global coverage and deep integrations into the business systems used every day. Why is this important? It creates the opportunity to keep pace with customers by quickly scaling up across the enterprise or out geographically. Recognized by analysts such as Gartner, Serenova is committed to building on an 18-year legacy leading the way in cloud-based contact center innovations.

To learn more, visit www.serenova.com. For live updates, follow [@SerenovaShine](https://twitter.com/SerenovaShine).

