Unified Data and Reporting

For Zoom Contact Center, Zoom Phone, and Zoom Meetings

Intuitive dashboards, powerful insights

Get powerful CX insights designed for ease of use and directly connected to your Zoom data with SuccessKPI's unified data and reporting for Zoom Contact Center. Connect directly to Zoom Contact Center, Zoom Phone, and Zoom Meetings.

Add all the horsepower of enterprise grade Business Intelligence with the instant value of out-of-the-box reports and dashboards with pre-built connectors and integrations to your CX data sources. Get exactly what you need for your wallboards, executive reporting, supervisor coaching, and more.

Get immediate insights on:
20+ out-of-the-box reports including

- Call abandonment
- Queue performance
- IVR containment
- Service level agreements
- Call handling
- Agent performance
- Customer journey

Zoom Reporting in Minutes

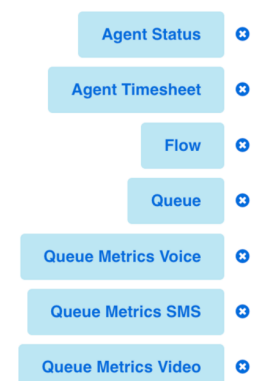### Set up data pipe to Zoom Contact Center, Phone, and Meetings in 3 steps

Data pipe creation gets historical and real-time data flowing immediately.
1. **Set up** the connection in the wizard and test the connection.
2. **Enable** data mapping.
3. **Choose** your refresh intervals and channels.
It is simple, accessible, and fast.

Data Connectors to CX Data

Access your data in one place with 180+ third-party data integrations to popular systems like Salesforce and Zendesk. Never before has it been so easy to merge your contact center data with your CRM data and have the control to build any custom report you need, all within an incredibly powerful and simple to use platform made for business users.

AI-Powered Business Intelligence
Designed for Contact Centers

- Bring data out of silos with SuccessKPI's **data agnostic framework.**

- Combine **real time and historical data** to see trends over time.

- Use a rich, **enterprise BI layer** that analyzes and ingests all of the data with the ability to combine, slice, and dice data any way you need it to create visualizations and automatic alerts.

- **Automatically schedule reports** to be delivered to whomever, wherever, whenever they need.

- Do all this in a **UI designed for business users** to find the answers to their questions, solve problems, and improve outcomes.

- Leverage **20+ prebuilt** dashboards and reports to get immediate insights.

VISUALIZE
- Subscriptions & Alerts
- 20+ Prebuilt Reports & Dashboards
- Custom Reports, Metrics, & Attributes

UNIFY
- AI-powered Business Intelligence Framework with CX Data Lakehouse (Data Warehouse + Data Lake)

GOVERN
- Security
- Partitions
- Controls

CONNECT
- ZOOM Prebuilt Integration
- S3 Bucket
- 3rd Party Data Connectors

180+ Integrations Available
IVA | CRM | MAP | CCaaS | QM | HR Data | Surveys | WFM

Learn more at successkpi.com/zoom