ANALYZ

smartz SOLUTIONS

Stay data-driven.

A reporting and BI platform with real-time dashboards and historical reporting across the customer and employee journeys — so every stakeholder sees the right numbers in time to act.



25+
dashboards built on data-visualisation best practice

200+
reports across Commz, Engage, ticketing and audit

3
export formats — Excel, CSV and PDF

WHAT IT DOES

Intuitive
Dashboards and reports structured so you find what you need, fast.

Lead change
The most useful KPIs in clear-cut dashboards, including leaderboards and user KPIs.

360° CX view
Channels, queues, campaigns, agents and customer satisfaction in one place.

Employee insight
HR, QA, e-learning, attendance and recruitment dashboards from Engage.

Scheduled & exportable
An automated report scheduler, with export to Excel, CSV and PDF.

Off-the-shelf meets bespoke
Tailored views, deep-dive analytics and custom reporting on request.

IN ACTION

Wallboards & dashboards

Real-time wallboards with colour-coded alerts, channel overviews and a 360-degree view of modules, users and customer satisfaction.



WHAT'S NEW

- Report scheduler
- PDF export
- SUPER performance rating
- QA analytics
- Audit & licensing reports
- Ticketing dashboards

NUMBERS YOU CAN DEFEND

Every figure explained. Every action traced.

Reports are only useful if people trust them. Analyz shows how each figure is calculated, traces every call end to end and keeps an audit trail of who changed or downloaded what.

50

most recent call outcomes in a rolling real-time view on the outbound wallboard

300 ms

default latency alert, alongside 'no microphone detected' warnings per agent

700

agents' costs split across business units for a national utility client

'How it Works' on every report

One click explains how each report's figures are calculated — so supervisors, finance and auditors read the numbers the same way.

Call Life Cycle

Trace every call and transfer from first ring to wrap-up, with the linked recording and the IVR path the caller took.

Audit you can show a regulator

Settings-change and download logs show who changed which setting, or downloaded which recording or image, and when.

BUILT FOR THE WHOLE BUSINESS

From the agent's desk to the boardroom.

Bill splitting by cost centre. Split costs by business unit, channel and cost centre in the format your finance team needs, for internal recharging.

Licensing you can see. Licence use, logins by day and peak concurrency by hour — so you pay for what you actually use.

Your data, your BI tool. Feed external BI and WFM platforms through the Analyz API, or schedule any report daily, weekly or monthly as a CSV to several recipients.

Drill down to anyone. Filter by company, department, manager, team and agent, carry your own customer reference through every report, and see where agents logged in from.

- Wallboard queue cards jump to the top in the alert colour
- SUPER performance rating next to the live leaderboard
- Agents see their own login, idle, work and break time
- Data dictionary included in the manual

ON A CERTIFIED PLATFORM

Smartz Analyz runs on the same platform as the rest of the Smartz Suite — ISO/IEC 27001:2022 and PCI DSS v4.0.1 certified, independently penetration-tested every year, and hosted by default in Microsoft Azure South Africa North with a 99.95% availability commitment.

PART OF THE SMARTZ SUITE
CCaaS + UCaaS in one.

CX + EX = TX Total Experience

ONE PLATFORM
Commz · Analyz · Engage · PABX

WHAT'S NEW

ANALYZ

New & Enhanced

NEW

Report scheduler

Automate report runs and delivery on the schedule that suits each stakeholder.

ENHANCED

Excel, CSV & PDF export

Take data into your BI tool of choice, or share polished reports as they are.

NEW

SUPER performance rating

The Smartz User Performance Rating on the User KPI dashboard, next to the live leaderboard.

NEW

QA analytics

Score growth waterfall, assessor analysis, disputes and performance breakdown dashboards.

NEW

Audit & licensing

User, system and wallboard barging audits, plus licensing, login audit and peak concurrency reports.

NEW

Ticketing, workflow & video

Logged-ticket dashboards, workflow transactions and variables, screen recording and video session reports.

FULL CAPABILITY

Reports for every team

COMMZ DASHBOARDS

- Active queues & campaigns
- Inbound & voice
- Intelligent, preview & manual dialler
- Email, SMS, WhatsApp & Telegram
- Web chat & wrap-up by module
- User KPI & leaderboard

VOICE REPORTS

- Queue SLA answered & abandoned
- Calls before queue
- Call life cycle & transfers
- IVR flow details
- RPC rate & time status by agent
- Voicemail & call-back details

CUSTOMER & EMPLOYEE

- CES, CSAT & NPS dashboards
- Sentiment by channel
- Ratings, tags & tiered wrap-ups
- Headcount & turnover rate
- Attendance & lateness
- Recruitment pipeline & ageing

USABILITY

- Supervisor & agent views
- Custom & preset date ranges
- Multi-filter search & 10K filter
- Colour-coded wallboard alerts
- Alternative themes
- Data dictionary in the manual

A hybrid of off-the-shelf and bespoke

Request specifically designed or adjusted views of the current report range, deep-dive analytics or custom reports for your specific data needs.



INSIGHT AT YOUR FINGERTIPS

Specific data. Real-time insight. Better decisions.

You don't need hundreds of dashboards showing data you don't use. You need the right KPIs, presented clearly — measuring Customer Experience (CX) and Employee Experience (EX) with Smartz Commz and Smartz Engage reports side by side.

smartz SOLUTIONS

Let's simplify the complex.

Get Smart. Get Smartz. · Let's talk.

info@smartz-solutions.com | www.smartz-solutions.com

HEAD OFFICE
Mauritius

OFFICE
South Africa

Request a demo →