

## Transform complex data into powerful insights.

The TeamInsights suite of dynamic features enhances your TeamSupport reporting with next-generation analytic capabilities. While the reporting feature included with TeamSupport gets the job done, TeamInsights goes further, enabling you to build a lean and highly-focused dashboard based on the KPIs most important to your business.

Built specifically for B2B customer support, these tools enable a new level of user creativity and engagement, allowing you to fully realize the benefits your data provides. From evaluating overall performance to anticipating the smallest changes in your data, TeamInsights is the next evolution of reporting.



### CUSTOMIZABLE

#### Dashboards as unique as the data behind them.

The already robust out-of-the-box dashboards leverage AI to uncover hidden insights and suggest new visualizations, all within the context of your dashboard's data model.



### DYNAMIC

#### Digging deeper for immediate insights.

With TeamInsights, your data is interactive. Drill down from a high-level chart to the data powering it with a single click.



### ACTIONABLE

#### Stay notified of important trend changes.

Define thresholds for your KPIs and get an alert when they are met.



### ACCESSIBLE

#### Always at your fingertips.

Up to date and accessible on any device, your analytics will never be out of reach, and you'll never be out of touch.



### HOLISTIC

#### All your support team's data in one place.

By combining your data in one seamless reporting suite, you'll have a complete view of every aspect of your support team.



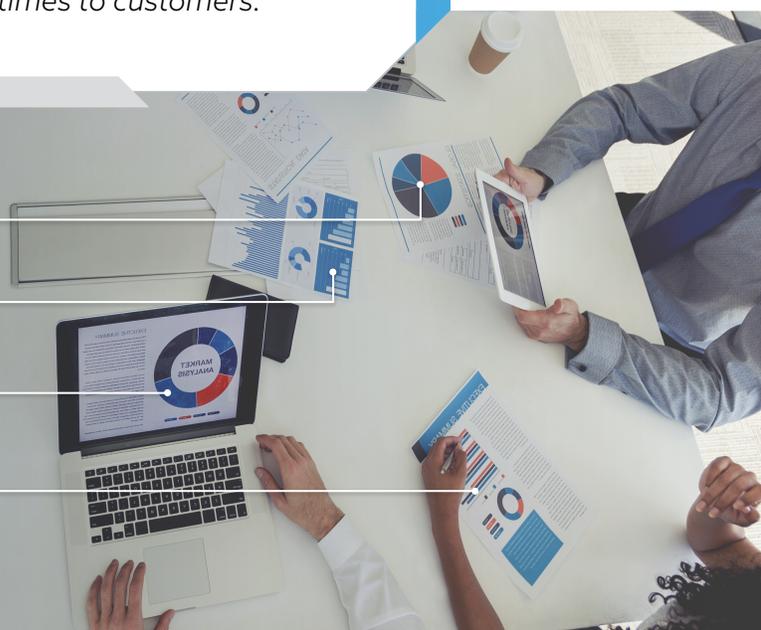
*Combining TeamSupport with TeamInsights has created far greater visibility for me with what my team is working on, and helped us lower our response times to customers.*

Interactive filtering, sorting, and drilldown capabilities

Data models that can adapt to display any metric or dimension

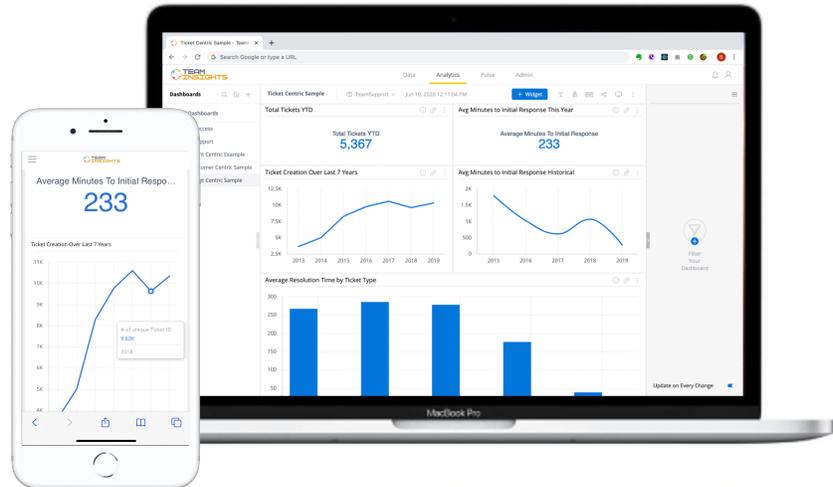
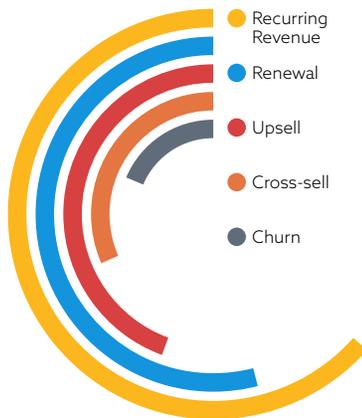
Centralized location where you can stay on top of your most important KPIs across multiple dashboards

Alerts to notify you when certain thresholds are met or anomalies in your data are detected



## A radical reimagining of what reporting can do.

With the powerful intelligence available through TeamInsights, you'll be able to optimize your B2B customer support teams in valuable new ways. Automatically generate visualizations and insights based on AI, simplify complex data and transform it into effective action plans.



Analyze everything from the strengths and weaknesses of agents to the health of your support ticket backlog to overall customer satisfaction. The data is dynamic and can be acted on to organize workshops, set benchmarks/goals, and ensure your customers stay happy and loyal.

### Reporting Feature Comparison

		
<b>Data-at-a-Glance</b>		
Data Visualizations	<b>18+</b>	<b>8</b>
Custom Dashboards	<b>Unlimited</b>	<b>1</b>
Key Performance Indicators	<b>Y</b>	
<b>Analysis/Insights</b>		
Ad Hoc Reporting	<b>Y</b>	<b>Y</b>
Data Column Filtering	<b>Y</b>	<b>Y</b>
Drilldown Capability	<b>Y</b>	
Automodeling	<b>Y</b>	
Predictive Analysis	<b>Y</b>	
Artificial Intelligence	<b>Y</b>	
Data Model Search	<b>Y</b>	
<b>Enablement</b>		
Custom Fields	<b>Y</b>	<b>Y</b>
Collaboration	<b>Y</b>	<b>Y</b>
Mobile Access	<b>Y</b>	

**Ready to elevate your analytics?**

Start with TeamInsights today by calling 800.596.2820 ext. 1 or email [Sales@TeamSupport.com](mailto:Sales@TeamSupport.com)