

## Data Sheet

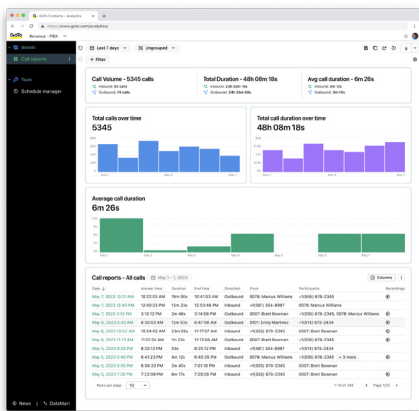
# GoTo Connect Reporting & Analytics

Unlock insights from every conversation



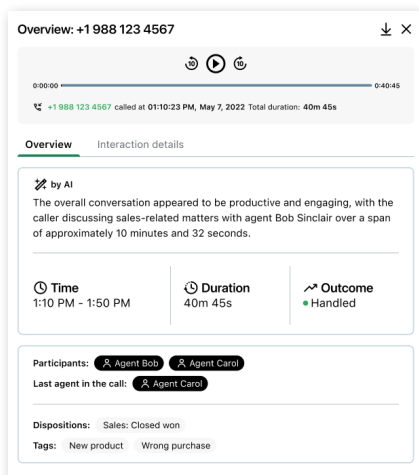
## Monitor, record and analyze end-to-end conversations

Deliver exceptional experiences and performance guided by reporting and analytics. Optimize your operations, enhance customer satisfaction, and make data-driven decisions that drive your business forward.



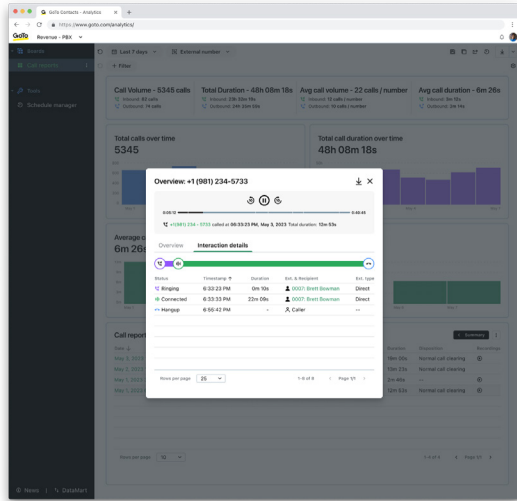
## Dive deep into the journey of every call, from start to finish

Every phone conversation is captured together on customizable, intuitive dashboards, your business can proactively dig deeper to identify and action customer pain points and guide strategic business decision-making.



## Learn from the best

Easily search, select and champion best-in-class customer conversations. Use call recordings for training and coaching your team, helping them continually improve their communication and problem-solving skills. All call recordings will be available to you to keep a finger on the pulse of your call operations with real-time monitoring, ensuring quality and efficiency are maintained.



## Easy management and dispute resolution

Ensure compliance effortlessly with secure, comprehensive call recordings to help resolve any dispute. Administrators have the flexibility to manage access to these recordings and tailor the recording settings to meet specific needs.

## The Reporting & Analytics consists of:



### Interaction Details:

View all the interactions across the entire call journey, from start to finish.



### Conversation Based Reports:

Dig into detailed call reports to see user activity, phone number activity, and caller activity.



### Customizable Dashboards:

Tailor and save reporting dashboards to focus on performance metrics with filters and exporting capabilities.



### Search and Retrieval:

Search by user or phone number and retrieve call recordings to locate specific conversations.

## GoTo Works for You



### **Award-winning phone system**

100+ enterprise-grade features (minus the enterprise price tag).



### **99.999% uptime**

Low bandwidth usage and distributed cloud architecture keep you up and running.



### **#1-rated support**

Our 24/7 customer support is #1 on the most trusted independent review sites.



### **Top-notch security**

Enterprise-grade security and compliance with standards like SOC 2 Type II and GDPR keep your data safe.

### **Contact us today!**

Contact your account representative, visit [GoTo.com](https://GoTo.com) or call us at 1 800 514 1317.

[Learn More](#)