

Seeing What Others Miss

Unlocking the Power of Reporting with Mitel CX

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Introduction

Great customer experiences don't happen accidentally – they're engineered through insights, precision, and timely decisions. Yet for many organizations, the voice channel remains a blind spot. Conversations take place, but valuable signals go uncaptured. This guide reveals how Mitel CX clarifies those blind spots, empowers teams to measure what matters, uncovers new opportunities, and optimizes experience and efficiency through deep, customizable reporting capabilities across the contact center.

Read on to learn how data becomes action, delivering better outcomes for your customers, agents, and organization, from voice-of-the-customer trends to agent burnout signals and AI-assisted quality control.

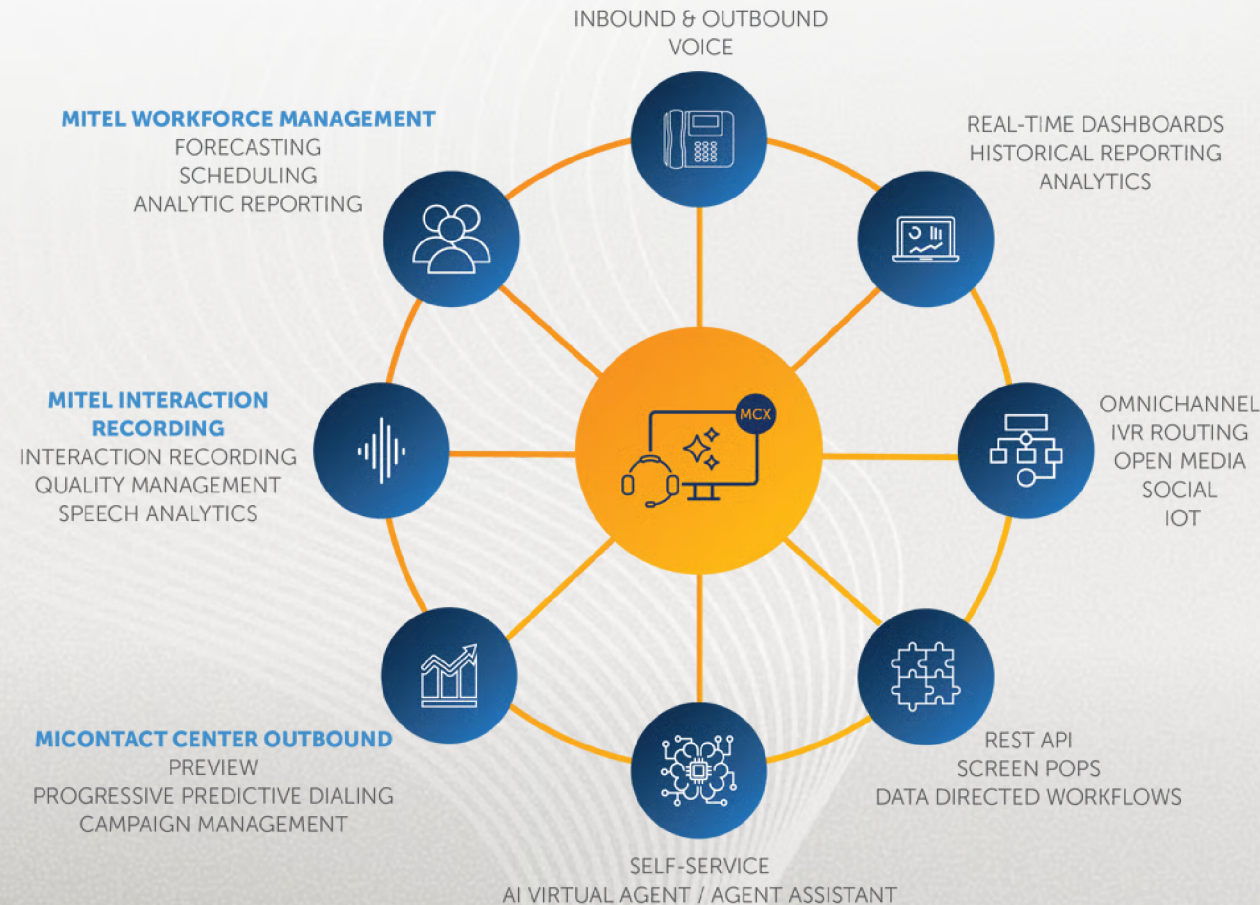
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Mitel CX: The Intelligence Behind Every Interaction

Mitel CX is more than a contact center solution; it's a connected ecosystem for experience delivery.

Built to capture and analyze every interaction, MCX transforms raw communication data into actionable insights. Whether voice, digital, or AI-assisted conversations, Mitel CX helps you see the full picture and make informed decisions at every level.

With reporting tools woven throughout the platform, MCX gives Supervisors, Quality Managers, and Executives the visibility they need to lead with confidence.



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1 Customer Experience Reports – From Conversations to Clarity: Listening at Scale

Understanding customer sentiment shouldn't rely on anecdotal feedback. Mitel CX collects and analyzes the voice of the customer across touchpoints, making it possible to act on patterns, not just opinions. These reports turn unstructured feedback into structured progress.



Sentiment Analysis



Service Level Agreements (SLA)



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2 Agent Impact Reports – Empowering Performance, Preventing Burnout

Agents are on the frontlines of experience – but without visibility into their workloads and performance, it's hard to coach or support them effectively. These reports help leaders improve productivity while protecting well-being.

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3 Supervisor Reports – Leading with Insight, Not Intuition

Supervisors need to manage shifting call volumes, diverse teams, and performance targets. Mitel CX gives them the insights to lead with precision and the tools to adjust before issues escalate.



Team Performance Reports



Disposition Summary Reports



Scheduling Adherence Reports

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4 Quality Management Reports

Every interaction counts. Quality Managers use Mitel CX to ensure that the contact center is operating at peak performance across teams and time zones, without manual review.



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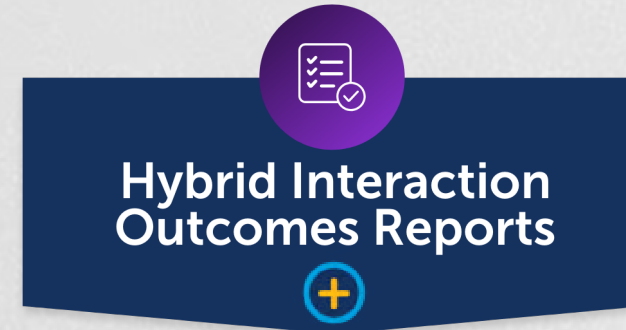
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5 AI + Human Cooperation Reports – Better Together: Humans and AI in Sync

AI doesn't replace agents—it enhances them. Mitel CX tracks how automation and human skill combine to elevate service outcomes.



"AI and automation are no longer optional for businesses looking to deliver a superior customer experience. Mitel CX's robust and practical integration of AI capabilities ensures that organizations not only keep pace with consumer demands but support high-value interactions that drive loyalty and long-term growth."

- Blair Pleasant, president and principal analyst at COMMFusion



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6 Conclusions: Turn Insight into Impact

Mitel CX doesn't just capture data; it connects it to decisions. With a full suite of reporting tools built into the platform, your organization can close gaps, improve service, and make smarter decisions every day.

Ready to see how reporting can
reshape your contact center strategy?

Book a demo today and discover the
insights hiding in plain sight.

