

ReflectR – New Product Feature updates!!

MISSISSAUGA, ONTARIO — Oct 6, 2020 - Avotus Corporation, a leading provider of communication management solutions, is pleased to announce new feature updates to ReflectR, an innovative analytics and reporting solution for Unified Communications and Collaboration (UC&C) platforms.

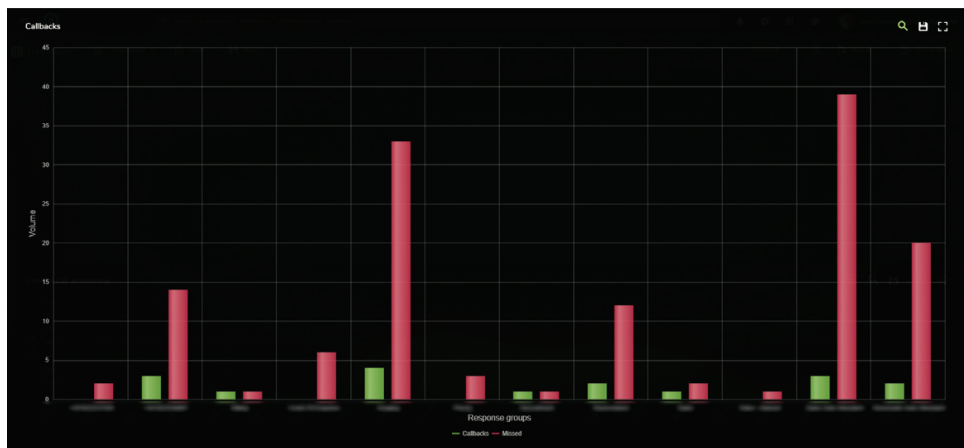
DASHBOARD – TRENDS

The dashboards can now show trends over a user-defined date range in addition to the single-day view. This allows for analysis and management of productivity, user adoption, call quality, and costs over time, leading to a more effective deployment of Unified Communications.



CALLBACKS

The callback feature increases the functionality for Teams Queues and Auto Attendant reporting. The Callbacks monitor displays the number of calls missed by a queue or Auto Attendant and the corresponding number of callbacks that have been made to the unanswered callers. Drill through presents the call details and, if necessary, return calls can be made, increasing customer service levels.



We at Avotus believe in continuous innovation and work our best to improve our products and services to ensure our customers derive maximum benefits that meet their requirements and keep them satisfied.

For more information on Avotus and ReflectR’s capabilities, please visit www.avotus.com

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About Avotus

Avotus is an award-winning global provider of Intelligent Communications Management (ICM) solutions with over 35 years of industry expertise and a strong presence in key locations worldwide. Avotus' proprietary and licensed software solutions rank best-in-class in areas including Unified Communications and Collaboration (UC & C) Analytics, Voice Reporting and Usage Statistics, Contact Center and Recording, Expense Management and Call Accounting, as well as Mobile Lifecycle Management. With a robust partner network and industry-leading certifications, Avotus services clients and providers alike throughout all major industries as well as government and non-profit organizations. By choosing Avotus, enterprises gain critical insight and intelligence into their telecom and collaboration processes, empowering success and accelerating digital transformation.

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