

## Solution Sheet

# CDR API: CALL DETAIL RECORD REPORTING API

## YOUR DATA, YOUR WAY

In today's competitive environment, it's more important than ever to get your data, your way. The NetFortris Call Detail Record (CDR) Reporting API allows your company to view communication insights most meaningful to your productivity and business performance.

### With our CDR API, customers can:

Seamlessly access their call data to:

- Generate reports
- Perform analytics any way you choose
- Pull valuable call and queue data
- Utilize any preferred user interface
- Do it automatically!

### Why API?

- Display and analyze data relevant to your business in lightning speed
- Use the API to enhance your businesses software
- Our API integrates simply into any kind of application, widget, or dashboard. It allows our customer to visualize their own call data through a custom user interface

NetFortris' CDR API solution also fits nicely with solutions built on business intelligence platforms or reporting solutions, including:



GoodData



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TO LEARN HOW YOUR BUSINESS CAN BENEFIT FROM CDR API, CONTACT US TODAY!

[www.NetFortris.com](http://www.NetFortris.com)

877.366.2548

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## BENEFITS AT A GLANCE

### CDR API Key Features



#### Ways to Take Advantage of the API

- ✔ Predict customer behavior based on inbound and outbound calls
- ✔ Integrate near real-time call queue data with other data in your CRM or CMS
- ✔ Build live reporting and analytic solutions reflective of the business KPIs
- ✔ Improve business performance in a compressed marketplace



#### Analytics for Business Performance Management

- ✔ Identify 'one and dones' to create a robust solutions library
- ✔ Track a queue call with the resolved case in the CRM system
- ✔ Identify sales and service pain points
- ✔ Add visualization to data
- ✔ Match first time closing calls with CRM data

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#### About NetFortris

NetFortris delivers secure, reliable communication solutions, customized to meet the unique needs of mid-market and enterprise customers. NetFortris cloud solutions, carried over our private, nationwide MPLS network, include SD WAN, Voice & UCaaS, Network and Data Security and 4G backup. Not only do we manage these services with, or on behalf of our customers, we consolidate billing to streamline their operation. Customized Solutions, Secure and Reliable, Geared toward Growth, that's Business Communications Simplified.

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