

# Metropolis Solves UC and UCaaS Reporting Challenges, Demonstrates Solutions at Cisco Live 2023 Next Week

FOR IMMEDIATE RELEASE

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/EINPresswire.com/ -- Fort Lauderdale, Florida (Date): Metropolis further reinforces the need for analytics as communication evolves in 2023 and will be demonstrating their hybrid reporting solutions for UC and UCaaS at Cisco LIVE 2023 Booth 10115. These solutions feature real-time and historical communication reports, intuitive dashboards, and seamless integration with the Cisco Suite of collaboration tools including Webex, CUCM, UCCX, and CUBE.



Metropolis will be attending Cisco Live 2023 at Booth 10115

Grandview Research predicts the global UC market will experience a 24 percent annual growth rate through 2028 and Gartner cites that 70 percent of U.S. organizations say communication modernization is now a top priority. These rapid changes require the ability to report, track communication and usage adoption stats amongst multiple platforms, as the modern enterprise may use a mix of communication tools and modalities including Cisco Suite, Microsoft Teams, Zoom, and on-premise solutions as well.

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*Source: Gartner*

## UC and UCaaS Reporting Challenges:

Ø Varied data streams and multiple tools/modalities make it difficult to gain insight into the entire communication infrastructure

Ø Organizations often struggle to monitor communication data in real time, hindering their ability to address issues promptly

Ø Ensuring data security and compliance in UC and UCaaS reporting with role-based permissions

Metropolis' Solutions for Hybrid UC and UCaaS Reporting Collaboration Analytics:

Expo XT collects and analyzes data from multiple sources (whether it be cloud UCaaS or on-premise UC) to provide insight from the entire communication infrastructure through advanced reporting and data visualization tools. It securely provides a single-pane view across all company interactions including voice, chat, video, meeting, messaging, and webinar with role-based reporting. It integrates with leading platforms from manufacturers like Microsoft, Cisco, Nice, NEC, Zoom, Five9, RingCentral, Avaya, Mitel, Broadsoft, Asterisk, and 3CX.

Qcloud for Call Centers provides

secure [agent and queue performance monitoring](#) with real-time dashboards, agent state and activity reports, and complete queue and call flow trends so organizations can improve customer interactions as they happen.

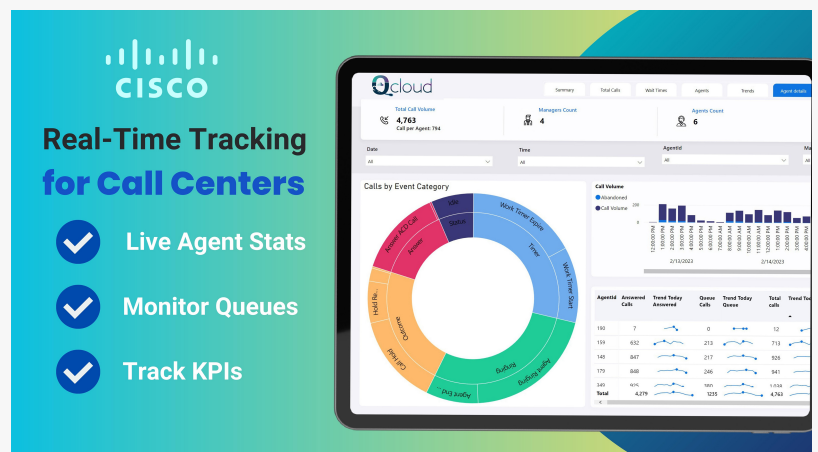
To continue the conversation, visit Metropolis at Booth 10115 or connect with them on LinkedIn.

About Metropolis Corp:

Metropolis Corp is a leading software manufacturer specializing in collaboration and communication analytics solutions. With a focus on empowering businesses to gain insights into



Expo XT Collaboration Analytics by Metropolis



Qcloud for Call Centers

their Unified Communications and UCaaS networks, Metropolis Corp develops cutting-edge technologies that improve communication, reduce costs, enhance customer service, and optimize operational efficiency.

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