MOBILE MONITOR
mobile workforce call management app

DETAILED ANALYSIS OF ALL MOBILE CALL/TEXT ACTIVITY TO HELP MANAGEMENT ASSESS THE PRODUCTIVITY OF MOBILE WORKFORCES

How MobileMonitor works...

MobileMonitor is a smartphone app that relays all call and text activity from an employee's handset to Crystal Ball's web-based field service management system.

The system then provides comprehensive analysis of all inbound/outbound call and text activity through a detailed reporting dashboard, displaying a general overview of all activity in real-time - with the ability to "drill down" in to more detail and run comparisons.

This real-time business intelligence allows management to assess the productivity of mobile workforces, and react immediately to ensure all targets are met and calls are correctly prioritised.

Data can also be exported and used for billable time to clients if required!

ANDROID
v2.3 and above

BlackBerry
* v5.0 to 7.1

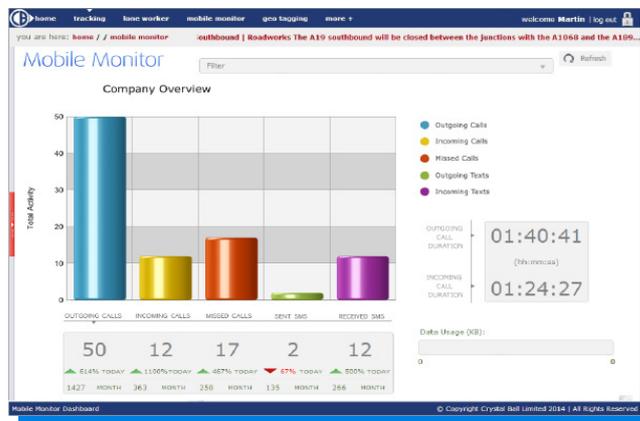## How MobileMonitor can help your business...

» Maximise call activity...
ensure all call / text activity is productive through full visibility of call durations and number of calls handled by employees out in the field.

» Automated data for billing...
call duration data can be used for billing time against calls to specific numbers or clients.

» Lower mobile bills...
quickly identify and act against unnecessary phone calls to business / private numbers.

MobileMonitor includes...

» Call Data Analysis

Get instant visibility of daily totals to assess levels of incoming and outgoing calls.

Drill down to analyse call activity in more detail at the click of a button - measuring activity against your kpi's.

Study individual handset activity to see current and historical calls and compare against call schedules.

Review the top 10 numbers by call volume or duration to see where call activity predominantly lies.

» Text Data Analysis

Real-time information on SMS text messaging to and from the handsets gives management a clear understanding of time spent handling them.

MobileMonitor also has an option to display actual text message content on the handsets if necessary.

» Email & Text Alerts

MobileMonitor can be configured to send email alerts against exceeded call durations and specific dialled numbers, and the use of hands-free* whilst driving.

It also alerts against the dialling of directory enquiries, international numbers and premium rate numbers (prefix 09).

* hands-free detection requires MobileTrack

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