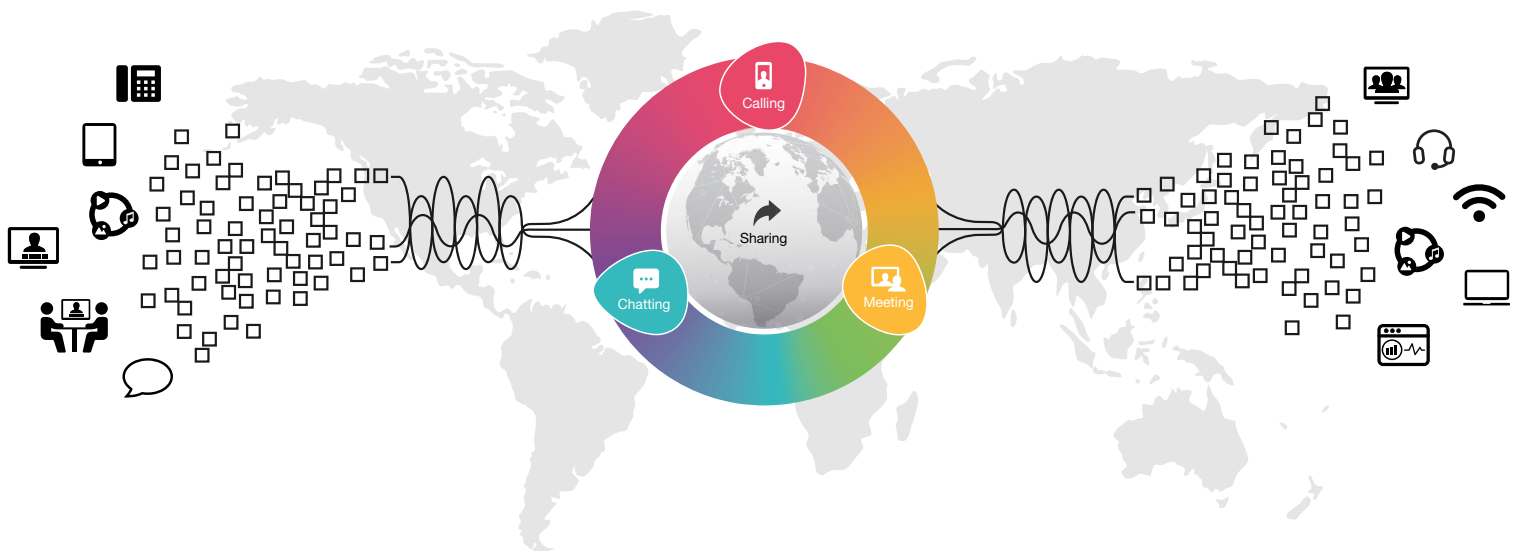




Fuze Data Platform

Providing the visibility to power digital workforce transformation

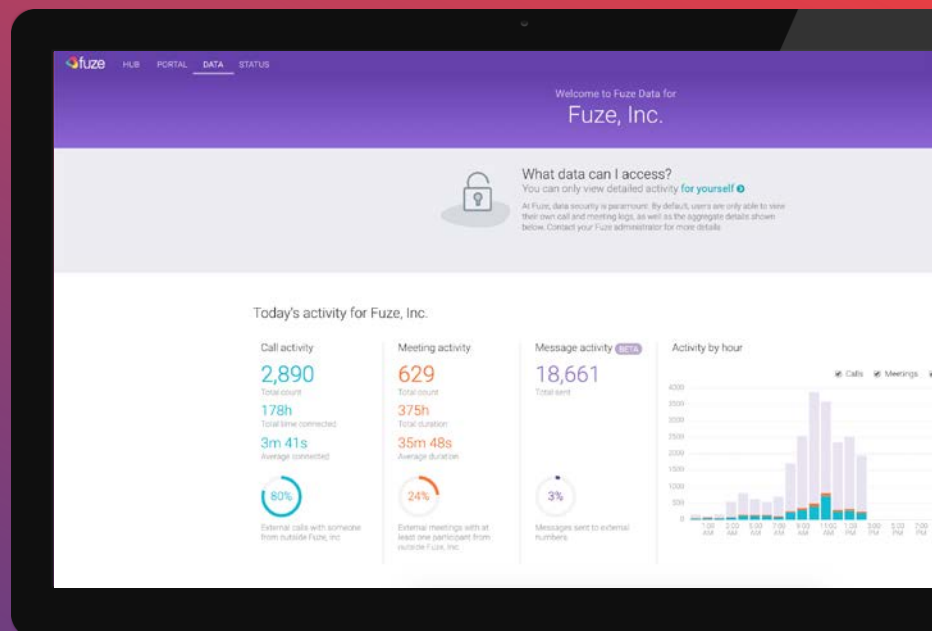
The Fuze Data Platform extends Fuze's world-class Unified Communications (UC) platform, giving managers, administrators, and business analysts a window into the day-to-day activities of the entire enterprise. Because Fuze is built on a single technology stack, customers need only tap into one real-time data source across calls, meetings, and chat. With Fuze, your communications channels and associated data are no longer siloed or locked away among multiple applications and data sources.



Fuze View

With the Fuze View web application, Fuze has provided an innovative tool, where users can easily visualize real-time data for queues, individuals, and departments. From graphical summaries, to detailed call and meeting logs, users can quickly focus on the data that is most meaningful to them.

Unlike most UC platforms, Fuze View is not just for admins. Fuze View allows sales and recruiting managers to track activity. Contact center managers can ensure their agents are productive and their customers are happy. IT managers can get a snapshot of user adoption and usage patterns. And uniquely, every employee using Fuze has access to view and track their own activity and metrics.





Fuze Discover

Fuze Discover is designed to provide deeper analysis with the ability to drill down into the historical data for investigation and to identify trends. It provides enhanced dashboards and data visualization, ad hoc analysis, customized reports, and the ability to export and schedule reports. Fuze Discover enables managers to evaluate the communications trends of successful salespeople and agents, overall employee engagement, and most importantly track ROI against goals for the organization.

Fuze Data API

The Fuze API platform allows organizations to harness the power of Fuze's centralized interaction data so that it can be easily integrated with third-party BI tools and other line-of-business applications. This provides enterprises the ability to unlock the potential of the Fuze Data Platform, and leverage existing business intelligence and analytics tools.



The Future of Communications Data

The Fuze Data Platform unlocks the ability to enable machine-learning and Artificial Intelligence (AI) across a company's real-time communications. The Fuze Data Platform provides enterprises the foundational data set providing the "big picture" on how your organization communicates. Once this critical real-time data is unlocked, businesses can gain a much better understanding of how communication and collaboration data correlates to or even predicts successful business outcomes.

About Fuze

Fuze is a global cloud communications and collaboration software platform for the enterprise. Through an innovative and consumer-inspired unified experience, Fuze enables seamless transition between calling, meeting, chatting, and sharing. Fuze empowers the digital workforce anytime, anywhere, and across any device. Headquartered in Boston, MA, Fuze has additional locations including New York, San Francisco, Seattle, Ottawa, London, Amsterdam, Aveiro (Portugal), Paris, Munich, Zurich, Copenhagen, and Sydney.

Packet Fusion

Ellen Pensky

ellen@bumblebeemarketing.net



Connecting the Dots to the Cloud