

Revolutionize your Enterprise Analytics

\$40 per user per month*

Including Implementation & Support

Watch the demo ▶

Eccentex Business Intelligence (BI) is an enterprise grade Business Analytics and Reporting Solution that specifically designed to track Back Office, Case Management and Work-item Distribution related SLAs and KPIs.

Key Capabilities

Advanced Business Analytics that bridges the transparency gap between Front-, and Backoffice operations. The KPI dashboards and other reporting features covering the entire lifecycle of a customer case from Self-service through the Front-, and Backoffice operations, including all involved knowledge workers, field and external teams.

Real-time KPI monitoring provides a comprehensive overview of all important metrics to Operation Managers and Business Analysts. The pre-set alarm thresholds can trigger proactive notifications and/or pre-defined actions that can prevent customer experience issues or unnecessary escalations.

Enterprise Grade Solution means all components of Eccentex Business Intelligence designed to support:



- Integration** Quickly connect Eccentex apps to external systems, sync data, invoke actions and deploy custom APIs
- Scalability** Extend to a global scale and volumes, powered by Eccentex HyperAutomation Cloud
- Flexibility** Leverage the embedded Low-Code / No-Code technology to allow non-technical users to develop their own reports
- Extensibility** Optimizes workflows, leverage federated AI services and use the analytics data to continuously improve productivity

In summary, **Eccentex Business Intelligence** solution enables transparency and drives significant improvements in productivity and cost efficiency. Improves customer experiences, process compliance and speeding up innovation through data-driven decisioning.

Learn more ▶

Digitize



Simplify



Automate



Key Features of



Eccentex BI is a comprehensive set of business analytics tools that deployable on HyperAutomation Cloud. It brings advanced analytics capabilities, such as dynamic dashboards, event triggered alarms, performance insights, KPI and other business metrics tracking to your mission-critical solutions and empowering every user with true business intelligence. Breaks down data silos by connecting and blending process data with real-time engagement data across your enterprise, from core applications through 3rd party integrations.



Custom Reports

Build dashboards from scratch and customize them with metric you want and decide how you want to view them.



Scheduled Reports

Provide a snapshot of a dashboard and send it by email along with a link that enables recipients to log in and explore it directly in their browser.



Drag-and-Drop Designer

Create free-form dashboards in any grid or layout then create engaging experiences by adding headers, text, images, URLs and more.



Multiple Data Sources

Get the full picture by blending in-platform results with a variety of data sources like SQL and NoSQL databases, spreadsheets, and data warehouses.



Self-Service BI

Enable users to create personal or shareable dashboards using only data they are authorized to use.



Semantic Layer

Expand and maintain trusted, curated datasets with human-friendly names and "last miles transformations" that will help non-technical teams build better visualizations.



SQL Editor

Explore your data using SQL and rapidly iterate through queries, which can be shared among users and used across visualizations.



Predictive Analytics

Forecast future trends and patterns with built-in time series forecasting, smoothing, rolling averages and seasonality adjustment.



Dashboard Sharing

Publish dashboards across teams or share with specific co-workers through permanent links, email or screenshots.



Curated Data Sets

Define views with isolation keys to filter analysis and results to only the segments of data that users need to see.



Role-based Access Control (RBAC)

Manage who has access to which datasets, dashboards, standard actions and admin tasks with preconfigured and custom roles.



Row Level Security (RLS)

Exert a granular level of control over who can query and view specific datasets and records.

