



## **Stage 2 Networks Launches Call Reporting App: PRISM**

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Stage 2 Networks, a leading Cloud Communications provider headquartered in New York, is proud to announce the launch of their call reporting application PRISM. This app is an added feature of the company's cloud voice and unified communication services that is designed specifically to enable businesses to analyze call patterns and productivity from every angle.

Jimmy Riordan from Stage 2 Networks says: "Calling patterns have the ability to reveal black holes in an organization's productivity. PRISM's sophisticated, powerful reports deliver real time information that our clients need to respond rapidly, so they can manage their business more efficiently and effectively. We're happy to see customers are already seeing positive results."

One of the key benefits of PRISM is that it offers real time statistics. This means that users can immediately make decisions to improve their service with confidence. They can review the amount of calls waiting, abandoned calls, average talk time, longest waiting call, inbound and outbound calls, and total talk time. Additional key features of the PRISM call reporting app include full orbit reporting, alarms for key performance metrics, abandoned call recovery, internal call rotation tracking, extension busy lamp field, browser accessibility from Mac, PC, smartphones and tablets, trend analysis by half day, week or month, and more.

"This new application is an ideal solution for call centers as well as customer service, sales and marketing departments." added Riordan. A free PRISM information sheet is available at the Stage 2 Networks website for those interested in learning more.

Since 2005, the mission of Stage 2 Networks has been to provide superior voice solutions and mission critical business communications in leading US and global markets. They specialize in Cloud Voice, SIP Trunking, Unified Communications, internet connectivity and MPLS. Using a suite of custom, on-demand voice and data services, Stage 2's dedicated team of experts design a solution that fits their client's specific requirements.

To learn more about the Stage 2 PRISM App or any of their other cloud voice and data services, businesses are encouraged to get a free demonstration by contacting 1-800-Stage2-0.

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For more information about Stage 2 Networks, contact the company here: Stage 2 Networks Jimmy Riordan 212-497-8070 [jriordan@stage2networks.com](mailto:jriordan@stage2networks.com) 70 West 40th Street, 7th Floor New York, NY 10018

## **Stage 2 Networks**

*Stage 2 Networks provides a suite of VOIP products including Cloud Voice, SIP, Unified Communications, internet connectivity and MPLS. Our dedicated team of voice experts custom design scalable voice and data solutions to fit your specific business needs.*

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