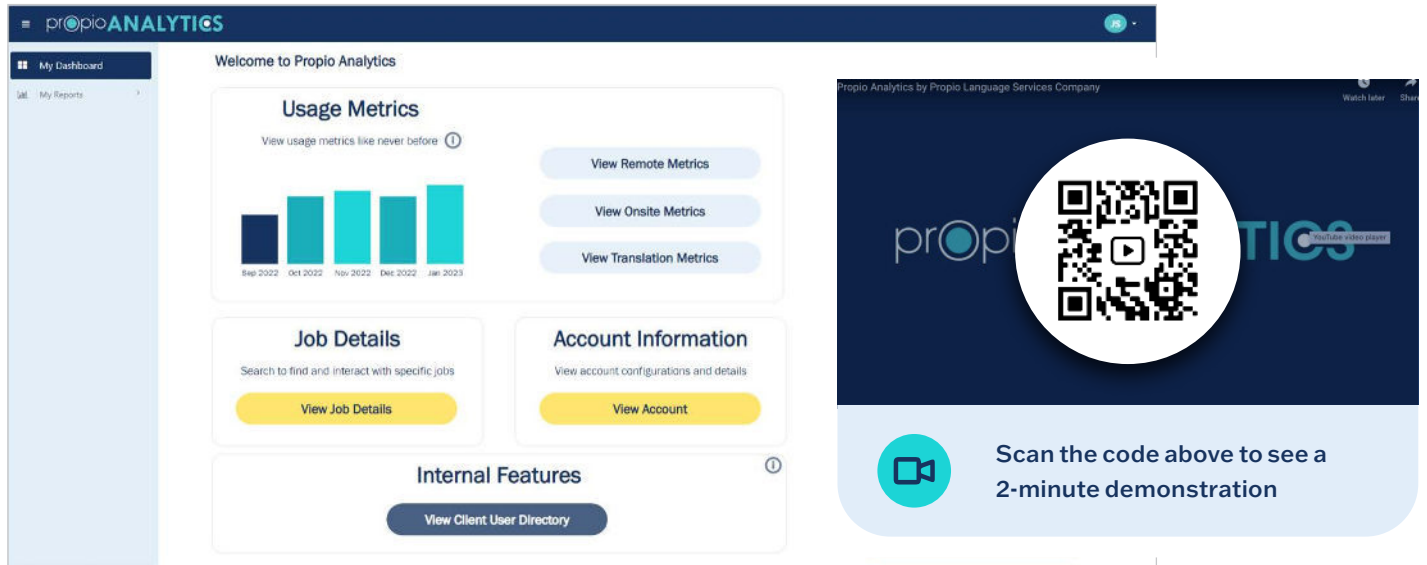




propio ANALYTICS

Propio Analytics enables you to track your key account metrics in real time.



On the homepage: View Usage Metrics / Select A Service Line to Drill Down / High-Level Analytics Data / Access Job Detail Reports / Access Account Information

All of Your Remote Interpreting Data, Completely Configurable

Configurable by: Date Range / Account / Billing Group / Top Account



Key metrics include: Interpretation Minutes / Minutes by Language / Satisfaction Rating / Connection Speeds / Minutes By Modality / # Of Calls - # Of Minutes - Total Spend



Customized Reports – On Demand

Provide instant and secure access to your language services usage. All reports can be viewed on Propio Analytics or downloaded to Excel or PDF.

Summarize By Account

Download

Save Custom Report

Account Number	Account Name	Total Jobs	Avg. Job Duration	Avg. Content Time	Avg. Rate Per Unit	Total Charge

Summarize by Account

A high-level summary of your account(s) to monitor usage across multiple locations or agencies.

Summarize By Language

Similar to the “Summarize by Account report,” broken down by language usage.

Summarize By Language

Download

Save Custom Report

Language	Total Jobs	Total Duration	Avg. Job Duration	Avg. Connect Time	Total Charge

Detailed Report

Individual per-call audit including project id, caller ID, language, start time, customizable intake questions, usage, rate, and connect time.

Detailed Report

Download

Save Custom Report

Project ID	Account #	Account Name	Service Line	Language	Service Date	Start Time	End Time	Duration	Caller ID	Interpreter ID	Billing Group