

UNITY DASHBOARD

Real-Time Call Center Visualization

Unity Dashboard is an essential tool for providing real-time visibility of queue conditions across the Call Center. Suitable for Call Centers of any size, Unity Dashboard provides the flexibility to display your key call handling metrics.

Unity Dashboard helps makes sense of busy call centre environments, providing all users with a clear, concise understanding of current queue conditions. Featuring key performance indicators such as Service Level, Agents Available and Abandoned Calls, Unity Dashboard imparts real-time business intelligence for a wide range of customer handling environments.

Tabular View

| Call Centre Queues and Agents | | | | | | |
|-------------------------------|----------------|-------------------|------------------|---------------|----------------|-------------------|
| | Calls In Queue | Longest Wait Time | Agents Available | Inbound Calls | Answered Calls | Average Wait Time |
| Nuts Sales | 2 | 00:01:05 | 5 | 2 | 0 | 00:00:00 |
| Operations | 0 | 00:00:00 | 3 | 0 | 0 | 00:00:00 |
| Bolts Sales | 0 | 00:00:00 | 4 | 0 | 0 | 00:00:00 |
| Engineering Support | 0 | 00:00:00 | 5 | 11 | 9 | 00:02:36 |
| Bolts Support | 0 | 00:00:00 | 5 | 7 | 7 | 00:00:00 |
| Total | 2 | 00:01:05 | 22 | 20 | 16 | 00:00:31 |

| ACD State | ACD State Start Time | ACD State Duration | Inbound Calls | Answered Calls | Bounced Calls |
|-----------|----------------------|--------------------|---------------|----------------|---------------|
| | | 00:28:39 | 7 | 7 | 0 |
| | | 00:33:56 | 6 | 5 | 1 |
| | | 13:05:14 | 3 | 0 | 2 |
| | | 00:01:56 | 3 | 3 | 0 |
| | | 00:08:32 | 2 | 1 | 1 |
| | | 01:55:10 | 0 | 0 | 0 |
| | | 63d 05:38:26 | 0 | 0 | 0 |
| | | 00:18:31 | 0 | 0 | 0 |
| | | 01:31:55 | 0 | 0 | 0 |

Graphical View

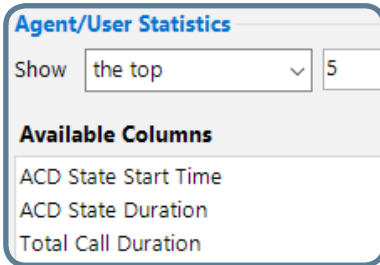


As a completely configurable application, Unity Dashboard can display any number of queues and statistics giving you total control. Configurable parameters, with a clean and elegant interface, allows users to quickly understand the condition of the Call Centers quickly so that they can act accordingly.

Available in Tabular and Graphical options, Unity Dashboard includes the following statistics: Calls In Queue, Longest Wait Time, Average Wait Time, Missed Calls, Received Calls and Answered Calls. All statistics can be applied to all Call Centers and Agents with the ability to set thresholds against them.

Agent Gamification

Encourage self-management and competition among Agents with Dashboard as the leader board.



Agent/User Statistics

Show

Available Columns

- ACD State Start Time
- ACD State Duration
- Total Call Duration

Inbound & Outbound

Combine ACD and outbound stats for customers that utilize a blended Agent workload.



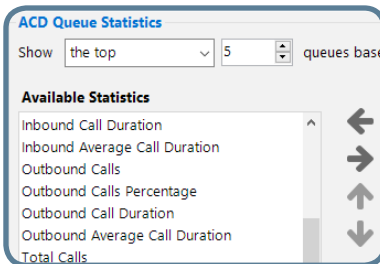
Thresholds & Alerts

All statistics can be configured with colour based alerts, graphically highlighting problems for immediate attention.

| Column Properties | | |
|-------------------|-----------|--------|
| Header Text | | |
| Inbound Calls | | |
| Thresholds | | |
| Start Value | End Value | Colour |
| 0 | 2 | Red |
| 3 | 5 | Orange |
| 6 | 10 | Green |

Configurable Statistics

Dashboard can be configured from over 80 statistics to highlight metrics that are important to you.



ACD Queue Statistics

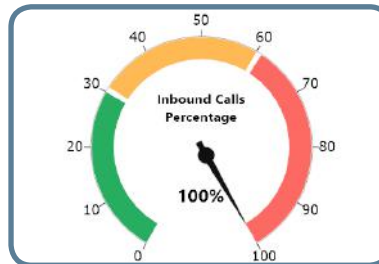
Show queues base

Available Statistics

- Inbound Call Duration
- Inbound Average Call Duration
- Outbound Calls
- Outbound Calls Percentage
- Outbound Call Duration
- Outbound Average Call Duration
- Total Calls

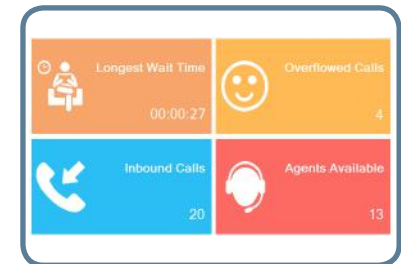
Graphical Components

Configure and customise all graphical elements, including bar charts, pie charts, full and half gages and many more.



Key ACD Stats

See essential stats such as Calls in Queue, Longest Wait Time, Overflowed and Abandoned Calls.



Longest Wait Time: 00:00:27
Overflowed Calls: 4

Inbound Calls: 20
Agents Available: 13

Queue Statistics

| |
|-------------------------------|
| Inbound Calls |
| Answered Calls |
| Calls in Queue |
| Longest Wait Time |
| Average Wait Time |
| Abandoned Calls |
| Average Abandoned Time |
| Missed Calls |
| Bounced Calls |
| Escaped Calls |
| Transferred Calls |
| Overflowed Calls – Wait Time |
| Overflowed Calls – Queue Size |
| Staffed Ratio |
| Total Call Duration |
| Average Call Duration |
| Service Level |
| Agents Available |

Agent Statistics

| |
|--|
| Inbound Calls |
| Answered Calls |
| Bounced Calls |
| ACD State |
| ACD State Start Time |
| ACD State Duration |
| Total Call Duration |
| Average Call Duration |
| Outbound Total Calls |
| Outbound Internal Calls |
| Outbound External Calls |
| Outbound Call Duration |
| Outbound Average Call Duration |
| Inbound and Outbound Total Calls |
| Inbound and Outbound Total Call Duration |
| Inbound and Outbound Average Call Duration |
| Transferred Calls |
| Idle Time |