CUSTOMER FAQS:
Analytics Dashboard in Real-Time Management for Supervisors

1. **What is Analytics Dashboard in Real-Time Management for Supervisors, and why is it valuable for my business?**

   Analytics Dashboard in Real-Time Management for Supervisors provide supervisors with live, actionable insights into their contact center's performance. It delivers real-time and up-to-date metrics across agents, queues, and campaigns, helping leaders make faster, data-driven decisions to maintain service levels and improve customer satisfaction.

2. **Where can I access Analytics Dashboard in Real-Time Management for Supervisors?**

   You can access Analytics Dashboard in Real-Time Management for Supervisors directly within the UC+CC desktop app when logged in as a Supervisor under the Contact Center "Analytics" tab.

3. **Who should use Analytics Dashboard in Real-Time Management for Supervisors?**

   Analytics Dashboard in Real-Time Management for Supervisors is designed for:

   - **Supervisors** who monitor agent and queue activity in real time.
   - **Admins** who oversee performance and configuration across multiple queues or teams.
   - **Team Leads** who need immediate visibility into call flow and staffing levels.

4. **What can I monitor in Analytics Dashboard in Real-Time Management for Supervisors?**

   Analytics Dashboard in real time Management for Supervisors display key inbound voice metrics such as:

   - Abandoned Calls
   - Active Agents
   - Average Wait Time
   - Calls in Queue
   - Service Level percentages
   - Calls Answered

   These insights help your leadership team monitor operational performance and identify areas for improvement instantly.

5. How many widgets can I add to a dashboard?

Each dashboard can contain up to 25 widgets. You can add, remove, resize, and rearrange widgets at any time to customize your view.

6. What's the difference between "Live" and "Today" views?

- **Live:** Displays data in real time (for example, how many agents are currently logged in).
- **Today:** Shows cumulative data for the current day, resetting automatically at midnight in your account's time zone.

7. Can I select which queues appear in each widget?

Absolutely. You can configure each widget to display data from specific queues or select "All Queues" to view aggregated results across all queues assigned to your role.

8. Can I display Analytics Dashboard in Real-Time Management for Supervisors on a wallboard?

Yes. Supervisors can activate Full Screen Mode to display dashboards on wallboards or large monitors, making it easy for teams to monitor performance in real time in a contact center environment.

9. How often does the data refresh?

Analytics Dashboard in Real-Time Management for Supervisors update continuously, providing supervisors with the most current operational view available.

10. Can agents view Analytics Dashboard in Real-Time Management for Supervisors?

No. Analytics Dashboard in Real-Time Management for Supervisors are designed for Supervisor and Admin access only. Agents do not have access to these dashboards, but are represented through the live metrics displayed.

11. Can I create multiple dashboards?

Yes. Supervisors can create multiple dashboards, each tailored to a specific team, queue, or performance focus.

12. How is Analytics Dashboard in Real-Time Management for Supervisors different from Contact Center Reports?

Analytics Dashboard in Real-Time Management for Supervisors: Display live and up-to-date performance metrics for immediate decision-making.

Contact Center Reports: Provide historical and trend-based reporting for deeper analytics.

Both tools complement each other to deliver a complete view of contact center operations.