

Envision Analytics for Contact Center

Managing a contact center without a clear view of key metrics isn't just difficult - it's virtually impossible. While real-time dashboards offer up-to-the-minute insights, informed staffing decisions often require historical data. Contact Center provides managers with the necessary agent performance and queue activity metrics to make the right decisions.

Queues Dashboard: Offers a visual overview of historical call queue performance. Key metrics like service levels, talk times, and abandoned calls help managers assess efficiency and effectiveness. Customizable views and filters allow for tailored analysis.

Agent Dashboard: Provides supervisors with a visual overview of agent performance. Key metrics include call times, transfers, and handled calls. This helps supervisors assess individual agent effectiveness.

Call Summary Dashboard: Offers a comprehensive overview of call handling data. Filter by date, time, agent, or other criteria to focus on specific areas. Analyze call details, including caller journeys, wait times, and talk times. Customize reports to suit your needs and gain insights into contact center efficiency.

FOCUS ON WHAT'S IMPORTANT:

By customizing views to highlight key performance indicators and setting tailored service levels, supervisors can focus on what's important and make data-driven decisions to improve efficiency and customer satisfaction.

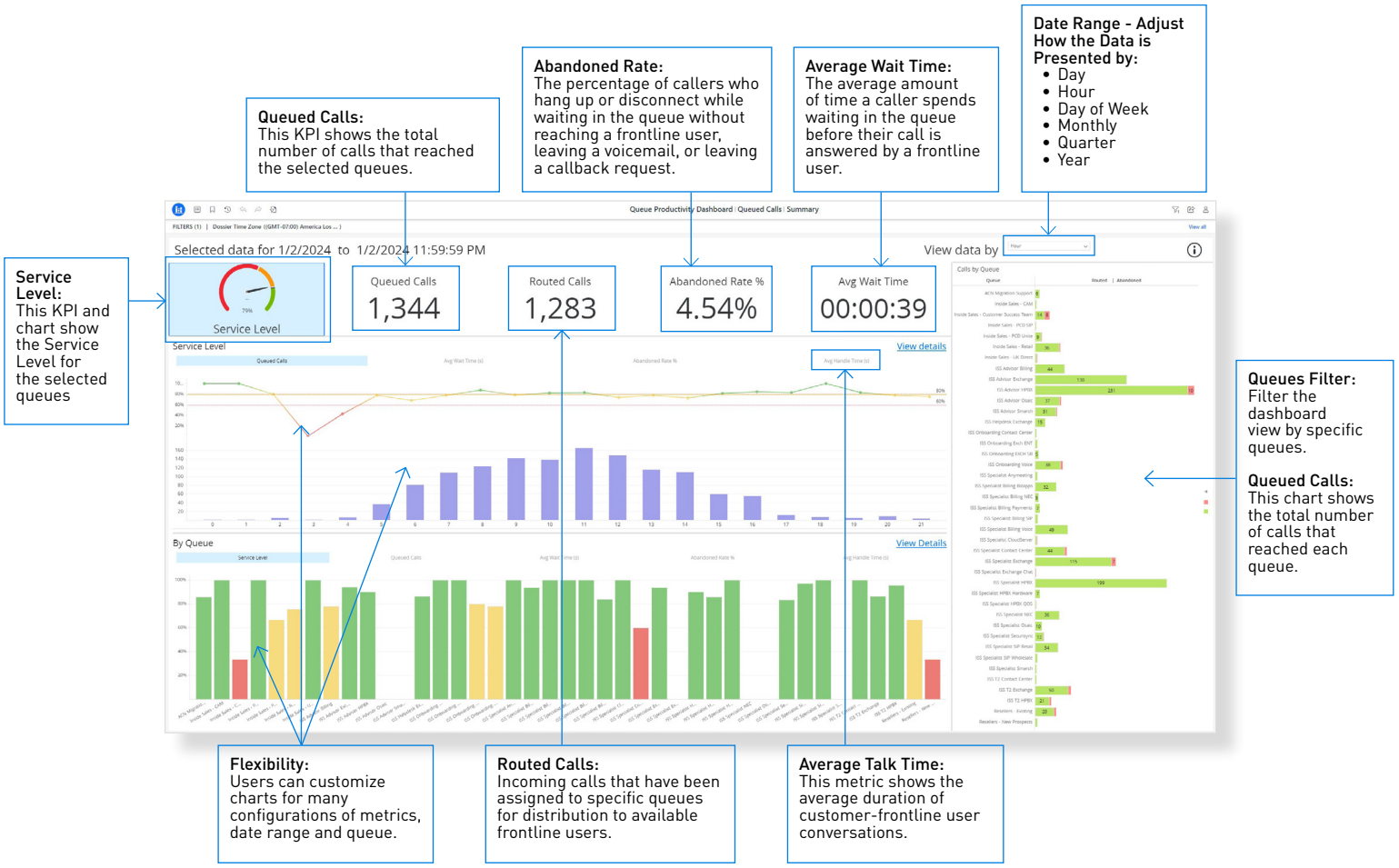
SHARE RESULTS:

The data can be downloaded in Excel or PDF formats, shared, or scheduled for automatic email distribution.

IMPROVE YOUR CX:

Supervisors can quickly spot performance issues, trends to proactively resolve issues.

QUEUES DASHBOARD





GAIN VALUABLE INSIGHTS INTO AGENT PERFORMANCE WITH CONTACT CENTER'S AGENT DASHBOARD

The Agent Dashboard in Contact Center offers supervisors visually engaging displays of frontline user (agent) call performance, presented through intuitive data visualization. The dashboard enables supervisors to easily access detailed data on individual frontline user performance within inbound and outbound call queues. This includes metrics relating to calls, occupancy, and queues.

DATA-DRIVEN DECISIONS:

Supervisors can leverage the Agent Dashboard to reward high performers, identify coaching opportunities, and leverage customer trends to improve their customer experience.

SIMPLE YET POWERFUL ANALYTICS:

Supervisors can use the Agent Dashboard to immediately discover insights using visuals, which is a significant improvement over traditional tabular data. For instance, they can quickly identify trends and performance metrics, enhancing decision-making and efficiency in monitoring team performance.

SEE IMPROVEMENTS OVER TIME:

Supervisors can adjust the historical date range to view frontline user performance based on their desired timeframe.

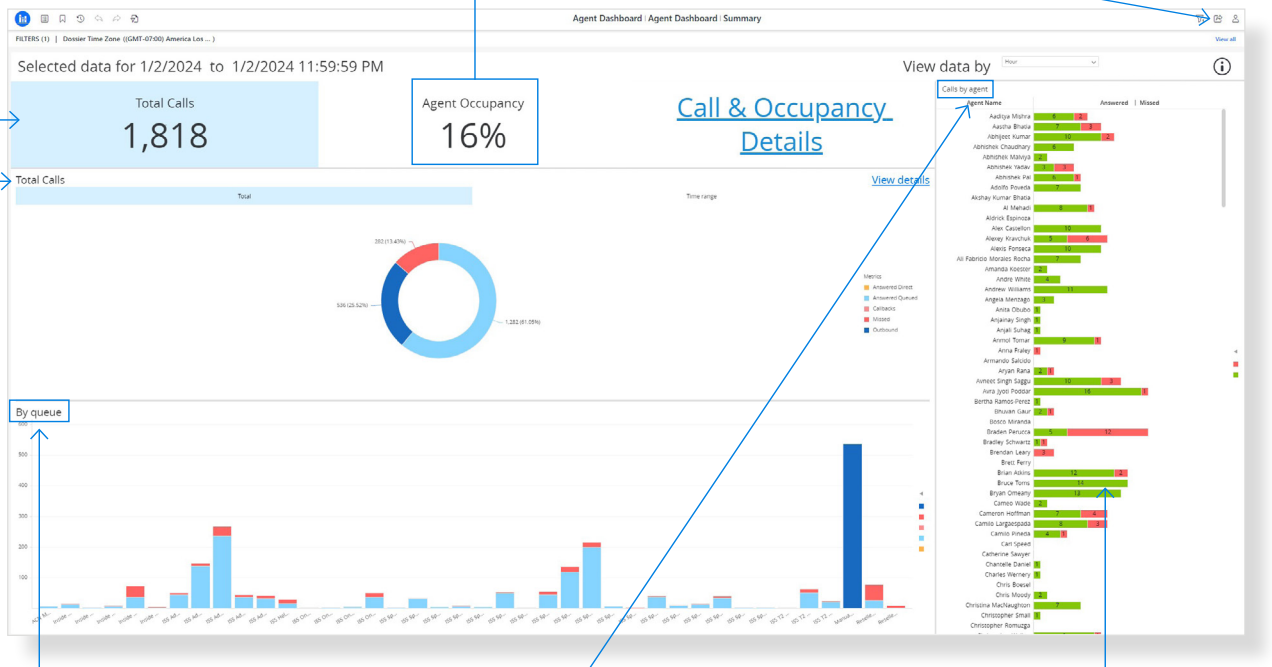
AGENT DASHBOARD

Total Calls: refers to the count of all incoming and outgoing phone calls handled by a frontline user over a specified period.

Agent Occupancy: is a metric that measures the percentage of time a frontline user is actively engaged in handling customer interactions or other work-related activities compared to their total available working time.

Share: data can be downloaded in Excel or PDF formats and shared, or it can be scheduled for automatic email distribution (automatic email distribution will be available at launch or shortly thereafter).

Date Configuration/ Preferences: Under the Account Icon, users can select their dates of interest to analyze frontline user performance/activity.



Calls by Queues: refers to the incoming calls that are routed to individual frontline users from a queue.

Agent (Frontline User) Breakdown: offers insights into how agents (frontline users) have performed in terms of answering calls and how many calls they may have missed. This breakdown is valuable for assessing agent (frontline user) productivity, performance, and the efficiency of call handling.

Data: can quickly be filtered to one or multiple agents.

GET INSIGHT & UNDERSTANDING INTO ALL YOUR CALLS INSIDE THE CONTACT CENTER WITH CALL SUMMARY DASHBOARD

The Call Summary Dashboard is your one-stop evaluation tool for understanding how calls are handled in your contact center.

TAILOR YOUR VIEW:

With our Lite Customization features, you can filter, sort, select data, and save views to create dashboards perfectly suited to your business needs.

Key Benefits:

- Focus on What Matters: Track only the most relevant data for your individual teams.
- Enhanced Customer Service: Identify and address abandoned calls to boost sales.
- Optimized Customer Journeys: Gain a comprehensive view of your customers' interactions from start to finish.



CALL DETAILS AT YOUR FINGERTIPS:

- Get essential call information like start/end times, caller and agent names/numbers, and call duration.

UNDERSTAND THE CALLER'S JOURNEY THROUGH THE CONTACT CENTER:

- See the number of automated menus (IVRs) interacted with.
- See the number of queues waited in.
- View the number of agents involved in the call.
- See voicemail or callback request option usage.
- View the number of call transfers made.

GAIN VALUABLE INSIGHTS:

- Analyze call handling efficiency within your contact center.
- Get a clear picture of each caller's experience.

ADDITIONAL, FURTHER EXPLORATION:

- Export data for in-depth analysis in tools like Excel or for distribution to others.

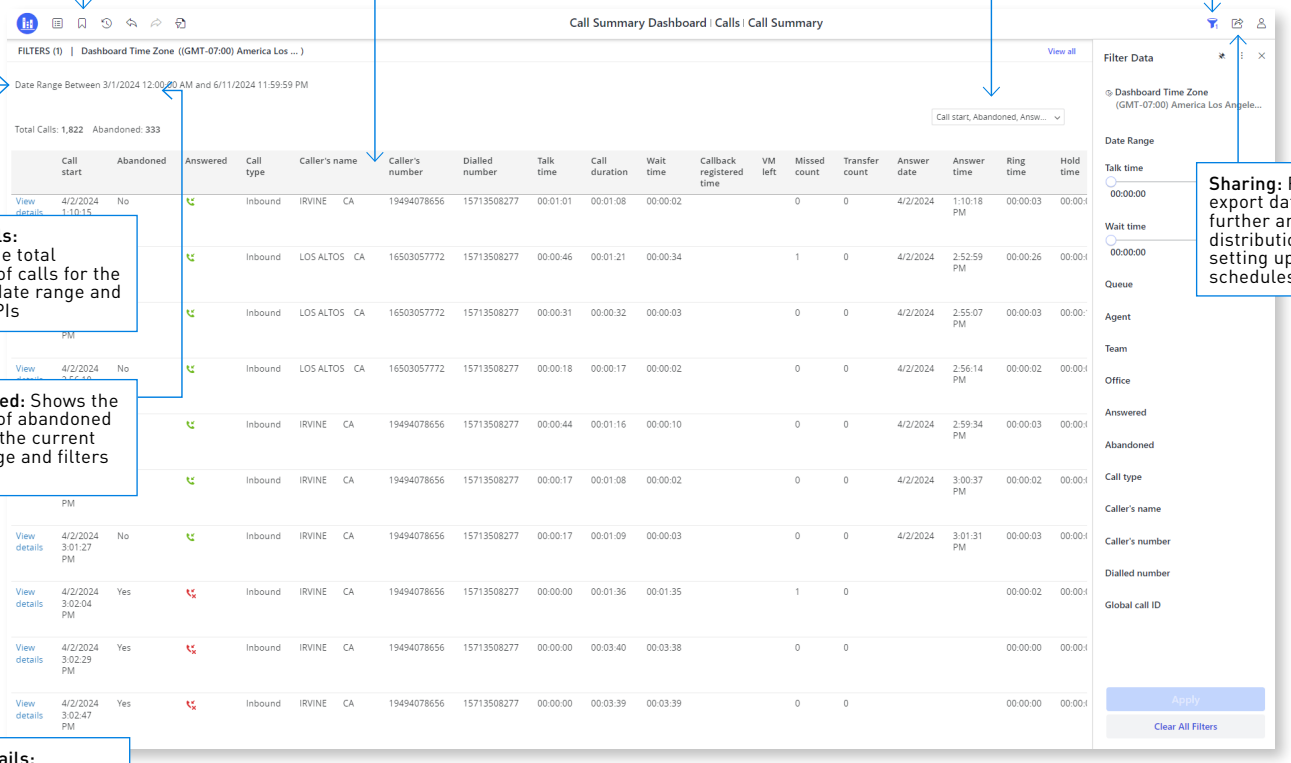
Date Range:
Shows the current date range loaded into the dashboard

Bookmarks:
Saving customised views for rapid recall and scheduled emailing

Column sorting:
For sorting the whole table in ascending / descending order of any column

Column selector:
Show only the columns you want in the table

Filters Panel: For narrowing the focus allows you to filter the whole dashboard by a wide range of criteria



Total calls:
Shows the total number of calls for the current date range and filters KPIs

Sharing: For export data for further analysis or distribution, or for setting up new email schedules

Abandoned: Shows the number of abandoned calls for the current date range and filters KPIs

View Details:
Links directly to the cradle-to-grave view for each call

QUESTIONS? CONTACT US TODAY!

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