

DASHBOARD

Real-time customer experience data.



In a world that's increasingly becoming data-driven you need to see key trends and analytics in real-time in order to improve customer experience, the efficiency and effectiveness of your staff, and to identify areas for improvement. All too often, those responsible for customer engagement and interaction are left trying to fit together the pieces of data, analytics and insights across different data sources to measure and manage the 360 view of customer experience. This could be across customer feedback tools such as CSAT and NPS, contact centre data, CRM data or digital interactions.

Data, at a glance

Our **DASHBOARD** presents crucial contact centre KPIs in a way that's modern and sleek. It uses APIs to feed the data through from your existing applications, presenting it to you in a way that's chosen by you! Leaving you better equipped to manage your agent workloads and responsibilities, improve the customer experience and pinpoint your key areas for improvement!

You can configure your own tiles, including data, size, colour and timings, combine different datasets and this is all displayed in real-time. Start making better use of your data so that you can make better decisions in the contact centre and beyond!

Talk to us about **DASHBOARD**

Book a demo to talk about **DASHBOARD** and find out how it could improve your customer experience and sales!

Bring your data to life in the contact centre

UNDERSTAND CONTACT CENTRE KPIS

Consume and digest the key performance indicators of your contact centre. The **DASHBOARD** empowers your business to continually improve with data-driven decisions! You'll be able to completely understand the customer experience areas and processes that need improving.

FULLY PERSONALISED

We know all businesses are different. Our **DASHBOARD** is fully customisable to your needs. You will only see the data you want to see, exactly how you want to see it. It can be personalised for individuals, teams and entire departments within the contact centre!

AGENT FOCUSED

This solution is created with agents in mind. You can help to motivate, recognise and reward your agents with the individual data that the **DASHBOARD** is able to show, combining data from different sources to provide enhanced information.

QUICK 'N' EASY MODIFICATION

Businesses these days need to react and change quickly, we know this. That's why the **DASHBOARD** is very easy to adjust so that you can align it with your business focus. Meaning that the contact centre is always on target and reflecting the business needs.

INTEGRATION WITH ANYTHING

We're not fans of disparate solutions and we don't call ourselves systems integrators for nothing. That's why ours are always easy to integrate. **DASHBOARD** is pre-integrated with Mitel and many other contact centre systems. We will give integration with anything else a go!

DATA SHARING

DASHBOARD makes reporting all that much easier. You can export data that's crucial to present in those management and company-wide meetings. Show how well your agents are performing down to a granular level.

The benefits **DASHBOARD** will bring to your business



INFORM BUSINESS DECISIONS

You don't need to take a stab in the dark. **DASHBOARD** places all the data you need at your fingertips. You'll be able to make decisions that are truly data-driven.



BUILD A SUPPORTIVE CULTURE

Being able to reward and recognise agents is all part of being able to build a supportive culture. Bring out the best in your contact centre staff!



IMPROVE THE CUSTOMER EXPERIENCE

By being able to pinpoint key areas that you need to improve your business you will be able to address the key challenges facing your customers. Leading to an ability to improve the customer experience with your new insight.



IMPROVE AGENT PERFORMANCE

You can create targeted training plans for agents with the data that **DASHBOARD** presents to you. Meaning you'll be able to address inefficiencies in agent performance.



ALL YOUR DATA IN ONE PLACE

Forget switching between systems and screens. Our solution brings together all your vital data into one view. You can see it from a high-level or go into as much granular detail as you like.



FOCUS ON HIGH-LEVEL RESULTS

Think about the bigger picture. Our **DASHBOARD** enables your business to drill down to address multiple levels, so that you can work towards achieving wider business goals.

TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone.

Book a DASHBOARD demo with a member of our team today!