

Unity Dashboard

Real-Time Call Center Visualisation

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.



Call Centres				Queue Statistics			Agent Statistics		
Call Centre Queues and Agents	Calls In Queue	Longest Wait Time	Agents Available	Inbound Calls	Answered Calls	Average Wait Time	Abandoned Calls	Overflowed Calls - Wait Time	
Nuts Sales	2	00:01:05	5	2	0	00:00:00	0	0	
VanillaIP Sales	0	00:00:00	3	0	0	00:00:00	0	0	
Bolts Sales	0	00:00:00	4	0	0	00:00:00	0	0	
Quodo Support	0	00:00:00	5	11	9	00:02:36	1	0	
VanillaIP Support	0	00:00:00	5	7	7	00:00:00	0	0	
Total	2	00:01:05	22	20	16	00:00:31	1	0	
Agents	ACD State	ACD State Start Time	ACD State Duration	Inbound Calls	Answered Calls	Bounced Calls	Transferred Calls	Average Call Duration	
Vas Koria	Available	19/09/2016 09:55:30	00:28:39	7	7	0	2	00:00:48	
David Higgins	Available	19/09/2016 09:50:13	00:33:56	6	5	1	0	00:00:16	
Steve Tutt	Available	18/09/2016 21:18:55	13:05:14	3	0	2	0	00:00:00	
Paul Dewey	Available	19/09/2016 10:22:12	00:01:56	3	3	0	1	00:01:47	
Alastair Brown	Available	19/09/2016 10:15:37	00:08:32	2	1	1	0	00:00:51	
Kryslia Swiatek	Sign-In	19/09/2016 08:28:59	01:55:10	0	0	0	0	00:00:00	
K S Matthew	Sign-In	18/07/2016 04:45:43	63d 05:38:26	0	0	0	0	00:00:00	
Jelina Wimshurst	Available	19/09/2016 10:05:37	00:18:31	0	0	0	0	00:00:00	
Andrew Todd	Unavailable (Clearing tickets)	19/09/2016 08:52:14	01:31:55	0	0	0	0	00:00:00	

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.

Statistics available include; 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.

Statistics available:

- ✓ Calls In Queue
- ✓ Average Wait Time
- ✓ Received Calls
- ✓ Longest Wait Time
- ✓ Missed Calls
- ✓ Answered Calls

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.

	Inbound Calls	Outbound Calls
Customer Support	1	0
Bolts Sales	0	0
Nuts Sales	0	0
	Inbound Calls	Outbound Calls
Paul Dewey	1	0
Chris Tutt	0	0

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 among 47 statistics to highlight metrics that are important to you.

ACD Queue Statistics

Show

Available Columns

- Inbound Calls
- Answered Calls
- Calls In Queue
- Longest Wait Time
- Average Wait Time

Scrolling Views

Scrolling allows Dashboard to display different sets of statistics and queues for the busiest ACD

Missed Calls	ACD State
0	Wrap-Up
0	N/A
0	N/A
0	N/A

Key ACD Stats

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

red Calls	Calls In Queue	Longest Wait
0	0	00:00:00
0	0	00:00:00
0	0	00:00:00
0	0	00:00:00

Outbound Calls	Answered Calls	Missed Calls	ACD
0	1	0	Wrap-Up
0	0	0	Avail
0	0	0	Unavail
0	0	0	(Clear Tickets)

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