

## mConnect MC Dashboard

### Instant Tracking and Reporting Tool

A Call Center is obviously a busy place buzzing with calls, requests and complaints. Everyone in the team has to be alert and should react to the developing situations, take decisions and act appropriately. That is why Dashboards are an essential feature to Call Centers. mConnect Dashboard is a complete Dashboard filled with all the components. It helps the manager and the team to have a quick view of the overall happening of the Call Center. It enhances the manager to take up an analytical view and develop strategies to optimise the business process.

#### Interesting features:

mConnect dashboard allows you to have a quick glance at all the activities that is happening in your contact center. It displays all the Chats, Internal Chats, Sms, WhatsApp, FaceBook, LINE, Telegram, total number of calls, total number of tickets and ChatBot. The date and time will also be displayed under all the chats, messages, calls, and tickets.

There is also be a dialler to make calls instantly. The dialler will also show whether the Agent has logged out of the Queue or is Logged in the Queue. The information such as the extension number, date and time of the call that either landed or was made will be available. In the Contact, the customers to whom the calls have been made will be displayed.

#### Easy Integration:

mConnect Dashboard can be integrated easily and smoothly with any other type of screens. Small, big , plasma, LED whatever the type or size of the screen may be it can be smoothly integrated.

#### Crystal-clear Visibility:

When connected and placed in the proper position at your Call Center, it will be visible to everyone in the team. This will chime the alert when there is a dip in the production and the manager can see where there is stagnation and can clear it. It also provides the agents a self-alert about their production.

### **Analyse and Strategise:**

The mConnect dashboard allows you to oversee the pre-built key information of different components relevant to your organisation. The pre-built view helps you to take necessary initiatives. You can also do further analysis directly from viewing the dashboard and devise strategies to boost the overall production.

### **Track the KPI:**

Monitor and track the key KPI and metrics of the teams across all platforms. The dashboard keeps changing minute by minute and shows the performance of all the agents. You will know exactly where to focus to improve your customer satisfaction. This is very critical to the current and the future success of your business.

### **Reporting Tool:**

The dashboard is a reporting tool that shows you the minute call center metrics and KPIs. It is very significant for the manager to monitor and motivate the Agents and optimise the overall performance. This also simplifies the analysis by reducing the time to consume information about the displays.

### **Identify the business trend:**

From the messages that are falling in as response, you can identify the latest trend in marketing and sales campaigns. Watch on which social media platform maximum interactions with the customer takes place. It may also depend on the countries that your business is located. Certain apps are quite popular in certain countries like LINE in Japan and certain apps are popular worldwide like FaceBook and WhatsApp. Streamline your social media marketing campaigns according to the locality that your business caters.

### **Effective tool for Support team management:**

mConnect Dashboard is a powerful tool that provides the managers the quick access of the updated information about the current status of the Call Center. With the count of the total number of tickets that are falling in at the finger tip, the manager can implement realtime solutions that will solve the dip in closing the issues, if any.

### **Absolutely Free:**

This feature is bundled with our WallBoards for free. Yes, you got that right. It is a completely free solution that is provided by omnichannel featuring the solutions and products that you have purchased from us. There is more. If you have bought customised solutions from us that also gets displayed in the Dashboard.

Do you want to learn more about our products? Call us now.

