User Manual: Contact Center Dashboard

Website: https://cco.fareportal.com.local

Access: No login required; open to all users on your network.

# 1. Getting Started

* Open your web browser (such as Chrome, Edge, or Firefox).
* Enter the website address: https://cco.fareportal.com.local
* The dashboard will load automatically. No username or password is needed.

# 2. Main Sections of the Website

## A. Dashboard (Home Page)

* Purpose: Gives you a quick overview of the most important call center statistics.
* What You See: Summary cards showing total calls, answered calls, abandoned calls, and other key numbers.
* How to Use: Review these numbers for a snapshot of current performance.

## B. Charts & Visualizations

* Purpose: Helps you understand trends and patterns in call center activity.
* What You See: Interactive charts and graphs (e.g., call volume over time, agent performance, queue times).
* How to Use: Hover over or click on chart elements to see more details. Use filters (if available) to change the date range or focus on specific data.

## C. Detailed Reports

* Purpose: Lets you explore specific data in more depth.
* What You See: Tables and lists with detailed call records, agent stats, or campaign results.
* How to Use: Use filters or search boxes to narrow down the information. You may be able to download reports as CSV files for use in Excel.

## D. IVR Bucket & TFN-Wise Reports

* Purpose: Shows how calls are handled by the automated system (IVR) and by different toll-free numbers (TFNs).
* What You See: Breakdowns of calls by duration, abandonment, and completion.
* How to Use: Click on sections or use filters to see specific details.

# 3. Common Actions

* Switching Sections: Use the menu or navigation bar at the top or side of the page to move between Dashboard, Charts, Reports, IVR Bucket, and TFN-Wise sections.
* Filtering Data: Look for dropdown menus, date pickers, or search boxes to filter the data you see.
* Viewing Details: Click on summary cards, chart elements, or table rows to see more information about a specific item.
* Exporting Data: If available, click the “Export” or “Download” button to save reports as CSV files.

# 4. Tips for Best Use

* Refresh the Page: If you think the data is outdated, refresh your browser to get the latest information.
* Explore Interactively: Don’t be afraid to click on charts or numbers—many are interactive and will show you more details.
* Use Filters: Narrow down the data to focus on what’s most important to you (for example, a specific date range or campaign).

# 5. Troubleshooting

* Website Not Loading: Make sure you are connected to the company network. Double-check the website address.
* Data Looks Wrong or Missing: Try refreshing the page. If the problem continues, contact your IT support team.
* Export Not Working: Ensure your browser allows downloads from this site.

# 6. Support

* If you have questions or need help using the dashboard, please contact your team’s IT support or the project administrator.