Performance - April 2020

ContactSuite

1. Agents
This dashboard shows the activity of all agents, optionally filtered by call group. This dashboard shows the total accepted calls and the average call, after work and handling time. It also allows the supervisor to shift agents into other call groups temporarily during peak moments to efficiently answer callers in excessively busy hours.

2. Call groups
Here you'll find information that gains you insight into call groups presented in a similar way as the agent dashboard. You can custom select which details you want to see to create a dashboard that is optimally suited to your needs. Need to add more agents during unforseen peak moments? No problem, it only takes a few clicks.

3. Numbers
As with the agent and call group dashboard, you can find information about all incoming call traffic per service number to gain valuable insight.

4. Dashboard
Here you'll find the before mentioned information presented. Depending on which dashboard you opened you can find a menu at the end of every line with control settings for the supervisor. E.g. coaching tools, status controls, agent assignment and more. Every dashboard has a switch to show the time in seconds of minutes and a selection list to filter by the subjects you find most important.

5. Totals
This bar shows either totals or average of the data in the selected dashboard above.