XLOGIX V2

Call Center Dashboard

SpeechLogix

XLOGIX Platform

Xlogix is an all-in-one cloud-based solution utilizing the full capability of Google Cloud platform. It helps to simplify daily business activities with our latest and greatest technologies and innovations such as Advanced Recording, Call Routing, Agent Monitoring, Advanced Security, etc.

The XLogix Platform allows service providers to lead and innovate with a one-stop platform for Unified Communication and Contact Center as a Service. The unified solution eliminates multiple tools, repetitive work, and broken processes and helps to achieve high customer satisfaction.
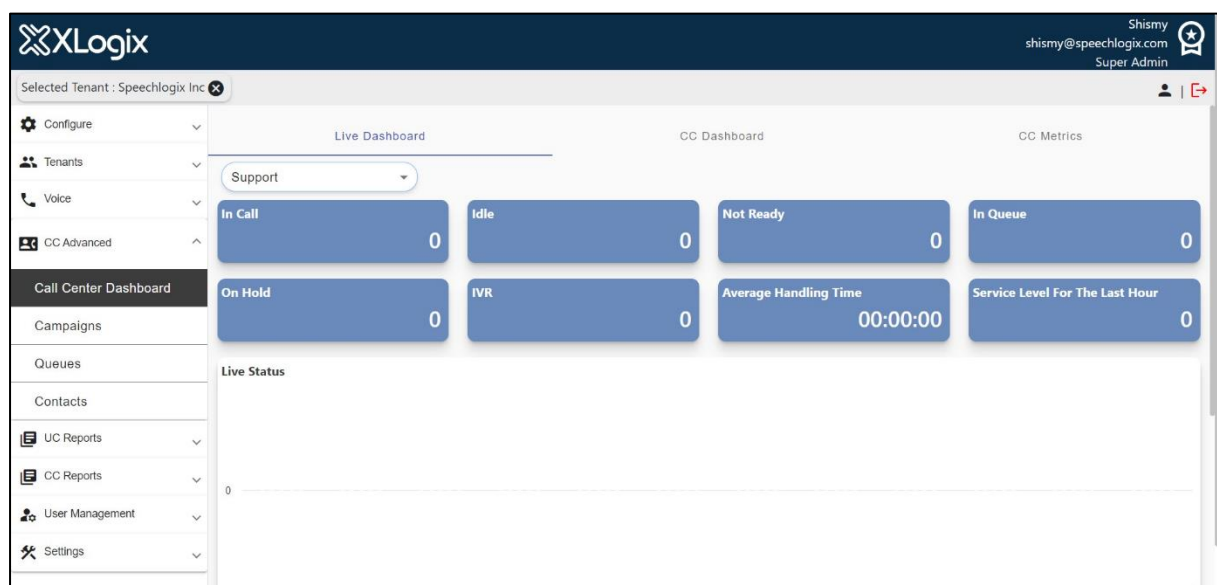
Dashboard

The Call Center Dashboard is a web-based interface that provides easy access to reports and agent performance data.

A later section of this document will explain the formulas used to calculate the various call details displayed within the CC Dashboard and CC Metrics tabs. Understanding these formulas can provide a deeper insight into the data and how it's generated.

This Dashboard section is located under the "CC Advanced" menu and offers three main tabs:

- **Live Dashboard:** This tab displays real-time information about ongoing calls and agent statuses.

- **CC Dashboard:** This tab provides a comprehensive view of call center activity, allowing you to view data from the past year to the present day.

- **CC Metrics:** This tab focuses on average call details, again with the option to view data for the past year or a specific timeframe.

Live Dashboard
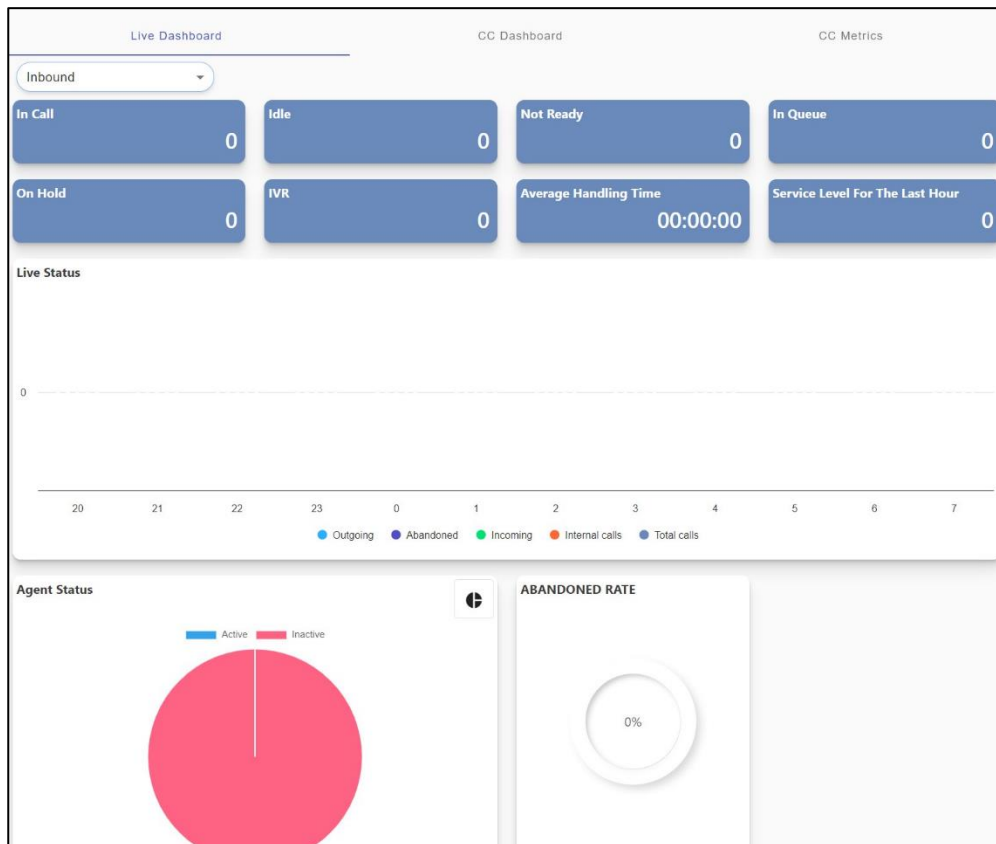
- **IN CALL**: This number indicates the total number of agents currently engaged in active calls.

- **IDLE**: This number indicates the total number of agents currently engaged in active calls.

- **NOT READY**: This shows the number of agents logged in but unavailable to take calls due to being in a "not ready" state (e.g., on break, unavailable).

- **IN QUEUE**: This displays the total number of calls currently waiting in the queue to be connected to an available agent.

- **ON HOLD**: This represents the number of live calls currently placed on hold by agents.

- **IVR**: This indicates the number of calls currently interacting with the Interactive Voice Response (IVR) system.

- **AVERAGE HANDLING TIME**: This metric shows the average time agents spend handling calls. This formula typically involves calculating the total talk time for all handled calls (incoming and outgoing) and dividing it by the total number of calls handled.

- **SERVICE LEVEL**: This metric measures the percentage of calls answered within a predefined timeframe (typically 20 seconds). Calls answered by an agent before the 20th second after ringing contribute to a good Service Level.

  Service Level = (total call within 20 seconds ring time / total connected call) * 100

- **LIVE STATUS**: Shows total number of live calls including outgoing calls, abandoned calls, incoming calls, total calls, and total internal calls.
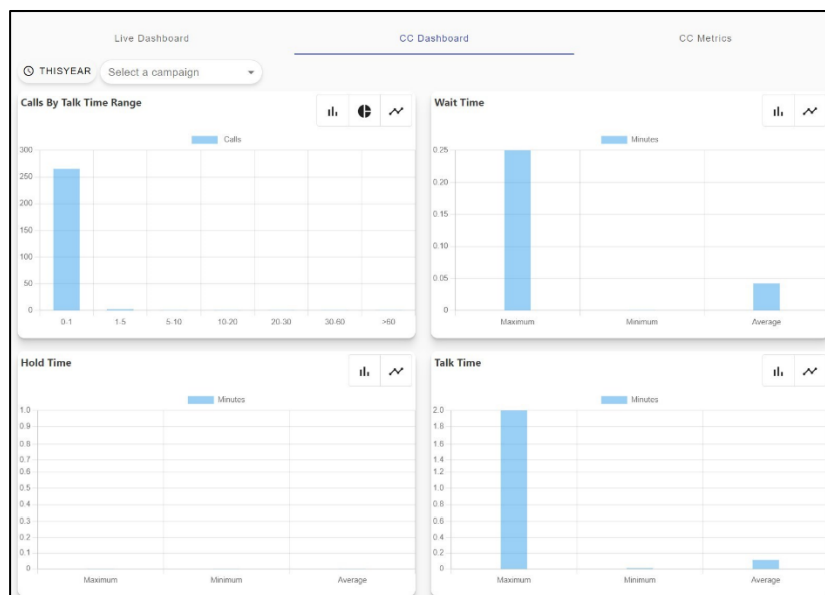
  This information is represented in a graph chart - the x-axis represents hours, and the y-axis represents the number of calls.

- **AGENT STATUS**: This section presents a pie chart that visually represents the distribution of agents based on their current state:
  - **Active:** This segment likely represents agents currently in calls (IN CALL) or handling other tasks that make them unavailable to receive calls (NOT READY).
  - **Inactive:** This segment likely represents agents who are logged in and available to receive calls (IDLE).

- **ABANDONED RATE**: This metric calculates the percentage of calls that are disconnected before an agent, or the caller can answer.

  Average abandoned = (total Abandoned Calls / total Call Results) * 100

CC Dashboard

- **CALLS BY TALKTIME**: It indicates the calls that happened between those minutes.

  This information is represented in a graph chart - the x-axis call count, and the y-axis represents the time bracket.

- **WAIT TIME**: Shows the minimum, average and maximum time a customer has to wait before their call is answered by an agent.

- **TALK TIME**: Shows the minimum, average and maximum time all the agents spend talking to a customer during a call.

- **HOLD TIME**: Shows the minimum, average and maximum time a customer is placed on hold by the agents. It is measured from the time the agent puts the customer on hold to the time the agent takes the customer off hold.

- **TOTAL CALLS**: Showa a pie chart of all the incoming, outgoing, and internal calls that happened in the call center.

- **INBOUND CALLS**: Shows a pie chart of all the inbound calls that were dropped by the agent or ended before they reached a live agent.
    - **Abandoned (Agent):** The agent hung up on the caller without answering the call.
    - **Abandoned (Customer)**: The caller ends the call while listening to the IVR or after being transferred to a ring group.

- **OUTBOUND CALLS**: Shows a pie chart of all the outbound calls that were made by the agent but not completed, typically either because of agent or caller hung up.
    - **Could not Connect (Customer)**: The calls were ended by the customer before picking up.
    - **Could not Connect (Agent)**: The calls were ended by the agent before they were transferred to the customer.

- **Top 5 Campaigns:** The Top 5 Campaigns section highlights the five campaigns that generated the most call traffic. This metric helps you identify which campaigns are driving the highest call volume within your center.

- **Top 5 Agents:** Displays top 5 agent names who handled a maximum number of calls.

- **Disposition**: This section provides insights into how calls are categorized after completion. It utilizes a pie chart to visually represent the distribution of calls based on their final statuses.

CC Metrics

Calls handled: Calculates the number of *connected calls* handled by the specified campaign during the given timeframe.

Active Call Duration (AVG): refers to the average length of time calls last **once they are connected to an agent**. This metric helps understand how long it typically takes agents to address customer inquiries or concerns

Active Call Duration = Average (Talk Time + Hold Time)

Speed Of Answer (AVG): This represents the combined average time callers experience before their call is answered by an agent.

Average Speed of Answer = (Average Wait Time + Ring Time) / Total Call Count

Call Abandonment (AVG): This represents the count of calls where the caller disconnected before their call was answered by an agent.

*Abandonment Percentage = (Number of Abandoned Calls / Total Number of Calls) * 100*

Calls Blocked (%): This represents the total number of calls that were not routed to an available agent due to insufficient resources.

*Calls Blocked Percentage = (Abandoned Calls / Total Number of Calls) * 100*

Handle Time (AVG): This represents the combined amount of time agents spend actively talking to callers (talk time) and the time calls are placed on hold (hold time).

Average Handle Time = (Talk Time + Hold Time + Wrap Up Time) / Total Call Count

Waiting Time (AVG): This represents the average time callers spend waiting in the queue before being connected to an agent.

Average Waiting Time = Average Wait Time in Seconds of all incoming & incoming transfer calls

Call Arrival Rate: This represents the total number of incoming calls that were connected to an agent during the specified timeframe.

Incoming Calls Per Hour = Total Incoming Calls / Duration (Hours)

First Call Resolution: refers to the percentage of calls that are resolved by the first agent who handles them, without requiring transfer to another agent.

*First Call Resolution = (Number of Calls Resolved by First Agent / Total Number of Calls) * 100*

Occupancy Rate: The percentage of time agents are actively engaged with calls compared to their total available time.

*Occupancy Rate = (Talk Time + Hold Time) / Total Call Duration) * 100*

For more information, do not hesitate to contact us.