

Unity Dashboard

REAL-TIME CALL CENTER VISUALIZATION

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 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
Sales Operations	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
IT Help Desk	0	00:00:00	5	11	9	00:02:36	1	0
Customer Services	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

	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
Krysia 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
Jenna 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. provides a level of business intelligence typically only available to Supervisors on competitive systems.

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
- Average Call Duration

Inbound & Outbound

Combine ACD and outbound stats for customers that utilize a blended Agent workload.

Outbound Calls	
Nuts Sales	5
Bolts Sales	3
IT Help desk	2
Marketing Sales	0
Total	10
ACD State	
Alastair Brown	Wrap-Up
Andrew Todd	Unavailable (Clearing Tickets)
Dean Thompson	Unavailable (Clearing Tickets)
Iain Sinnott	Sign-Out
Harry Dadds	Sign-Out
Jenna Wimshurst	Sign-In

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	10	Red
11	12	Orange
13	20	Yellow
21	26	Blue

Configurable Statistics

Dashboard can be configured from among 47 statistics to highlight metrics that are important to you

ACD Queue Statistics

Show queues base

Available Columns

- Answered Calls
- Longest Wait Time
- Average Wait Time
- Bounced Calls
- Escaped Calls
- Transferred Calls
- Overflowed Calls - Wait Time

Scrolling Views

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

Answered Calls	Bounced Calls	ACD State
10	0	Available
8	2	Unavailable (Lunch)
7	0	Unavailable (Lunch)
3	0	Available
2	1	Available

Key ACD Stats

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

Calls In Queue	Longest Wait Time	Abandoned Calls
2	00:00:45	3
1	00:00:10	0
0	00:00:00	2
0	00:00:00	1
0	00:00:00	1
3	00:00:55	6

QUEUE STATISTICS
Inbound Calls
Answered Calls
Calls in Queue
Longest Wait Time
Average Wait Time
Abandoned Calls
Average Abandoned Time
Missed Calls
Bounded Calls
Escaped Calls
Transferred Calls
Overflowed Calls - Wait Time
Overflowed Calls - Queue Size
Staffed Ratio
Total 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
Transferred Calls
Idle Time