



## Agent Gamification

Encourage self-management and competition among Agents with Dashboard as the leader board.

## Inbound & Outbound

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



## Thresholds & Alerts

All statistics can be configured with colour based alerts, graphically highlighting problems for immediate attention.

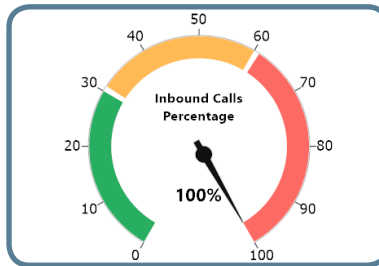
Column Properties		
Header Text		
Inbound Calls		
Thresholds		
Start Value	End Value	Colour
0	2	Red
3	5	Orange
6	10	Green

## Configurable Statistics

Dashboard can be configured from over 80 statistics to highlight metrics that are important to you.

## Graphical Components

Configure and customise all graphical elements, including bar charts, pie charts, full and half gages and many more.



## Key ACD Stats

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

## Queue Statistics

Inbound Calls
Answered Calls
Calls in Queue
Longest Wait Time
Average Wait Time
Abandoned Calls
Average Abandoned Time
Missed Calls
Bounced Calls
Escaped Calls
Transferred Calls
Overflowed Calls – Wait Time
Overflowed Calls – Queue Size
Staffed Ratio
Total Call Duration
Average 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
Inbound and Outbound Average Call Duration
Transferred Calls
Idle Time