



DATASHEET

Statistics & Dashboard

 **contact**
a broadvoice Company

Statistics & Dashboard

Increases efficiency and optimizes the performance of your call centre with real-time analysis.

Our advanced dashboard allows a quick overview of the real-time statistics and level of service performance, as well as detailed metrics and live monitoring of the agent interactions.

The Real Time Stats allows optimization of the answering service by:

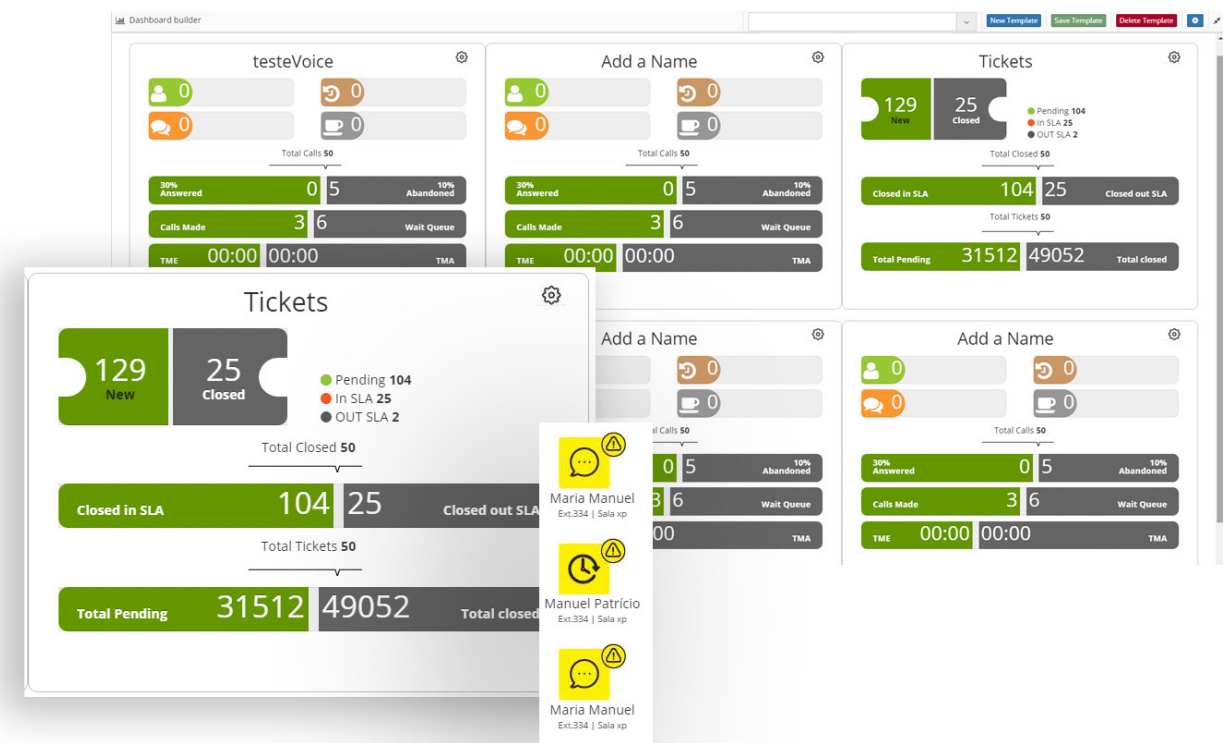
- Reducing waiting times and dropout rate
- Improving customer satisfaction
- Reducing operational expenses
- Increasing membership and occupancy rates

Functionalities

- Providing dashboards with different analysis viewpoints (inbound/ outbound/tickets/agents)
- Availability of a wide range of variables that allow building indicators that are entered in the dashboards using a Web interface
- Configurable wallboards (templates) with an attractive design
- Builder of indicators with an arithmetic engine

Your real-time Contact Centre

With all the information you need, highly configurable, always online. Using the GoContact platform, information becomes available on any access point with Internet.



Total control of the overall operation

By analysing of our dashboard, the supervisor can immediately change the answering service priorities in order to optimize the call centre efficiency



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