UNIVERGE BLUE® ENGAGE

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UNIVERGE BLUE ENGAGE

ANALYTICS AGENT DASHBOARD

UNIVERGE BLUE ENGAGE ANALYTICS AGENT DASHBOARD
FAQS

WHAT IS THE UNIVERGE BLUE ENGAGE ANALYTICS AGENT DASHBOARD?

UNIVERGE BLUE ENGAGE Agent Dashboard provides supervisors with a clear view of frontline user historical call performance using a graphical dashboard. This dashboard enables supervisors to access detailed agent performance metrics for both inbound and outbound call queues, including metrics relating to calls, occupancy, and queues.

WHY SHOULD I CARE ABOUT THE UNIVERGE BLUE ENGAGE AGENT DASHBOARD?

The ENGAGE Agent Dashboard provides supervisors with comprehensive data-driven insights into frontline user call performance through user-friendly data visualization and powerful analytics. This tool empowers supervisors to make informed decisions, recognize high-performing agents, identify coaching opportunities, and track customer trends to enhance the overall customer experience.

WHAT KIND OF INSIGHTS DOES THE ENGAGE AGENT DASHBOARD PROVIDE?

The ENGAGE Agent Dashboard offers valuable insights into the individual agent and their queue performance. Supervisors can adjust the displayed date range, select data presentation intervals (daily, weekly, monthly, etc.), apply filters to refine the dashboard view by queues and/or agents, and sort data in ascending or descending order. Additionally, the dashboard supports a 'drill-down' feature, allowing the user to access more detailed reports and additional dashboards, such as service levels and other related information.

Data Metrics that are presented in this dashboard include:

- **Performance:**
  - Number of calls handled
  - Number of calls missed
  - Average talk time
  - Average handle time (Talk + Wrap+ After Call Work (ACW)

- **Status:**
  - Time available
  - Time on calls
  - Time on break
- **Performance per queue:**
  - Time on calls
  - Time on wrap-up
  - Calls answered

HOW MUCH DOES IT COST?

There is no additional charge for the ENGAGE Agent Dashboard, and it will be available in UNIVERGE BLUE CONTROL PANEL for North American customers.

WHERE CAN I ACCESS THE UNIVERGE BLUE ENGAGE AGENT DASHBOARD?

It is in the UNIVERGE BLUE CONTROL PANEL, under the Contact Center tab. You then click the "Reports and Analytics" button and from there, you will see the "Agent Dashboard" button.

HOW DOES THE UNIVERGE BLUE ENGAGE AGENT DASHBOARD WORK?

The ENGAGE Agent Dashboard is an analytics and reporting tool designed to present historical individual agent performance data in a user-friendly at-a-glance dashboard.

To access the ENGAGE Agent Dashboard, your supervisor would:

- **Log into UNIVERGE BLUE CONTROL PANEL**
  - Only users who can access the "Reports and Analytics" tab within CONTROL PANEL, usually CONTROL PANEL Admins can gain access
- **Open the Contact Center Tab**
  - Press and select the "Contact Center" tab of services when in CONTROL PANEL
- **Select the Reports and Analytics Tab**
  - Inside the Contact Center section, press and select the "Reports & Analytics" tab
- **Press the Agent Dashboard Button**
  - Once selected, a summary-level dashboard will display key metrics such as individual agent performance with drill-down capabilities, login time, interaction time, and more.
- **Select and filter the desired date range**
  - Select the "Filter" button towards the upper right-hand corner to select the specified date range
- **View the Agent Dashboard to gain valuable insights into the performance of individual agents.**
  - Once selected, the Agent Dashboard will run the defined date range and the dashboard will propagate

IS THE ENGAGE AGENT DASHBOARD USER-FRIENDLY, AND DOES IT HAVE A MODERN AND INTUITIVE INTERFACE?

The ENGAGE Agent Dashboard boasts a user-friendly and modern interface, which greatly enhances the adoption and productivity of frontline users (agents).

HOW CAN I SEARCH FOR SPECIFIC AGENT PERFORMANCE?

Utilize the agents filter on the right-hand side of the dashboard to drill down and access further agent reports.

WHAT KEY DATA METRICS CAN BE FOUND IN THE ENGAGE AGENT DASHBOARD?

There are several crucial metrics found within the dashboard, including:

- **Frontline User (Agent) Breakdown:** Offers insights into how frontline users (agents) have performed in terms of answering calls and how many calls they may have missed. This breakdown is valuable for assessing frontline user (agent) productivity, performance, and the efficiency of call handling.
- **Occupancy:** A metric that measures the percentage of time a frontline user is actively engaged in handling customer interactions or other work-related activities compared to their total available working time.
- **Interaction Time:** Refers to the duration of a specific customer interaction or communication, typically measured from the moment the interaction is initiated to when it is concluded.
- **Login Time:** Refers to the moment when a frontline user logs into ENGAGE contact center and is available as an "Agent".
- **Classification:** Used to organize and manage the various types of inquiries or issues that customers have been in contact about.

- **Calls from Queues**: Refers to the incoming calls that are routed to individual frontline users (agents) from a queue.
- **Total Calls:** Refers to the count of all incoming and outgoing phone calls handled by a frontline user (agent) over a specified period.

HOW FREQUENTLY IS THE DATA IN THE DASHBOARD UPDATED?

Agent data is taken as a daily snapshot, updated once per day. When you view the dashboard, you are seeing the state of the Agent as per the last 24 hours.

CAN WE SAVE AND SHARE THESE DATA FINDINGS FROM THE ENGAGE AGENT DASHBOARD?

Yes, select and click the "Share" icon located at the top right section of the dashboard. You have the option to download the data in Excel or PDF formats. Additionally, there will be an option to schedule automatic email distribution.

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For further information please contact NEC Corporation of America or: