



UNIVERGE BLUE ENGAGE ANALYTICS AGENT DASHBOARD

GAIN VALUABLE INSIGHTS INTO AGENT PERFORMANCE WITH UNIVERGE BLUE ENGAGE ANALYTICS AGENT DASHBOARD

The Analytics Agent Dashboard in UNIVERGE BLUE ENGAGE offers supervisors visually engaging displays of frontline user (agent) call performance, presented through intuitive data visualization. The dashboard enables supervisors to easily access detailed data on individual frontline user performance within inbound and outbound call queues. This includes metrics relating to calls, occupancy, and queues.

Benefits of the UNIVERGE BLUE ENGAGE Agent Dashboard include:

➤ **Data-driven decisions:** Supervisors can leverage the ENGAGE Agent Dashboard to reward high performers, identify coaching opportunities, and leverage customer trends to improve their customer experience.



➤ **Simple yet powerful analytics:** Through the use of the ENGAGE Agent Dashboard, supervisors can discover insights immediately using visuals, a significant improvement over traditional tabular data. For instance, they can quickly identify trends and performance metrics at a glance, enhancing decision-making and efficiency in monitoring team performance.

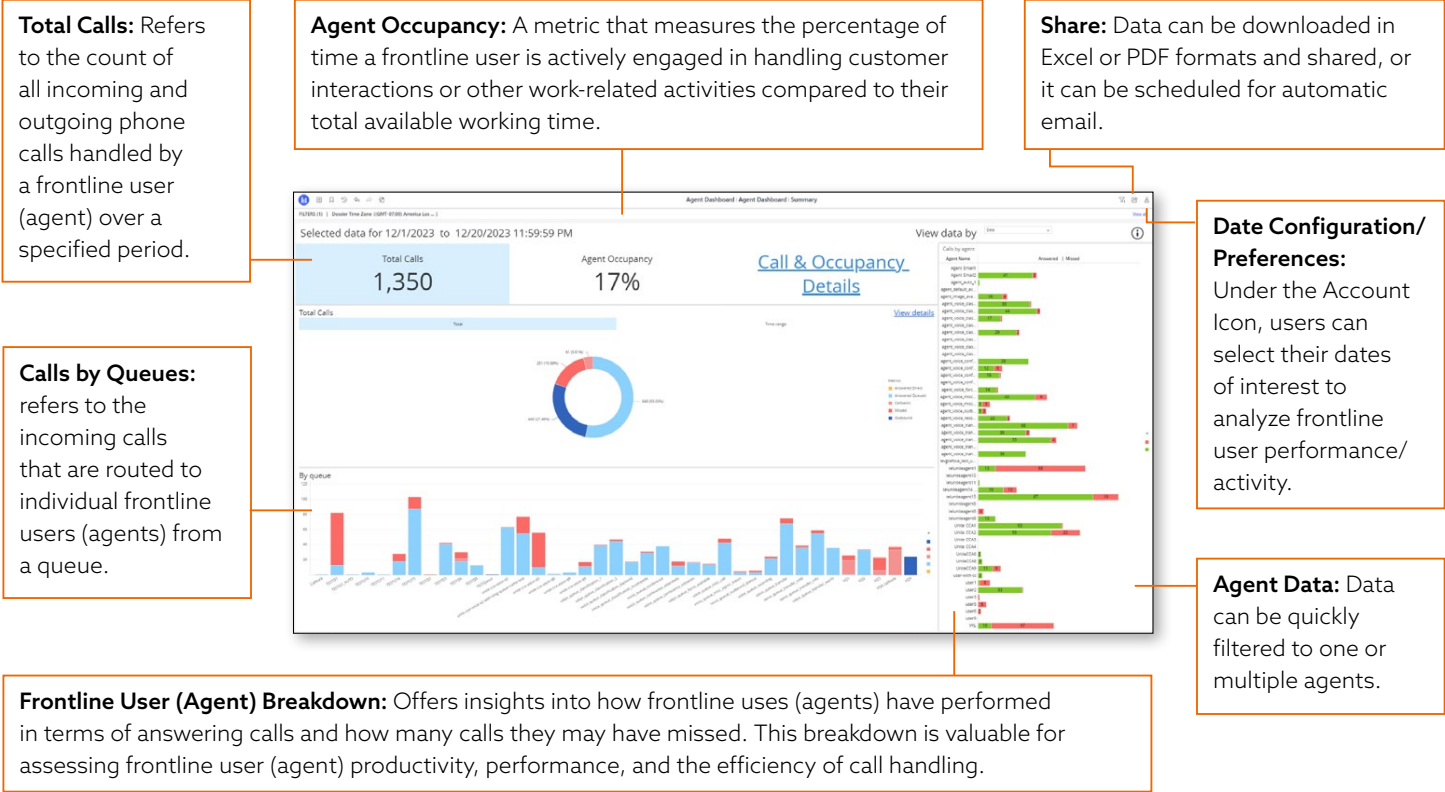
➤ **See improvements over time:** Supervisors can adjust the historical date range to view frontline user performance based on their desired timeframe.



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UNIVERGE BLUE ENGAGE ANALYTICS AGENT DASHBOARD DIAGRAM



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