



UNIVERGE BLUE ENGAGE ANALYTICS QUEUE PRODUCTIVITY DASHBOARD

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WHAT IS UNIVERGE BLUE ENGAGE QUEUE PRODUCTIVITY DASHBOARD?

UNIVERGE BLUE ENGAGE Queue Productivity Dashboard provides easy-to-consume, graphical views of historical call queue performance. It offers key metrics such as service levels, average talk times, and abandoned calls that allow managers and supervisors to gain valuable insights into the efficiency and effectiveness of their ENGAGE contact center queue performance.

WHY SHOULD I CARE ABOUT THE UNIVERGE BLUE ENGAGE QUEUE PRODUCTIVITY DASHBOARD?

Your supervisors can now see queue performance data in a graphical view which makes data trends easier to understand. Customized views enable supervisors to highlight vital Key Performance Indicators (KPIs) on the dashboard, track metrics like wait times, handle time, and abandon rates, and set personalized service levels to meet customer expectations. Data drill-down options, such as when the dashboard may show an increase in average waiting times, enable supervisors

to pinpoint the exact reasons behind this increase and offer in-depth insights for informed decision-making, enhancing efficiency and customer satisfaction.

WHAT KIND OF INSIGHTS DOES ENGAGE QUEUE PRODUCTIVITY DASHBOARD PROVIDE?

The ENGAGE Queue Productivity Dashboard offers valuable insights into historical call queue performance. This information empowers supervisors to make data-driven decisions, enhancing efficiency, customer satisfaction, and service quality. The dashboard is customizable, allowing supervisors to tailor their view, date range, data presentation preferences, and to filter results by specific queues.

The data metrics presented include:

› Performance

- Number of calls handled
- Number of calls missed
- Average talk time
- Average handle time

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› Status

- Time available
- Time on calls
- Time on break

› Performance per queue

- Time on calls
- Time on wrap-up
- Calls answered

These metrics provide a comprehensive understanding of call queue performance, enabling organizations to make informed decisions for continuous improvement.

HOW MUCH DOES IT COST?

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

WHERE CAN I ACCESS THE ENGAGE QUEUE PRODUCTIVITY 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 "Queue Productivity Dashboard" button.

HOW DOES THE ENGAGE QUEUE PRODUCTIVITY DASHBOARD WORK?

UNIVERGE BLUE ENGAGE Queue Productivity Dashboard is an analytics and reporting tool designed to present historical queue performance data in a user-friendly at-a-glance dashboard. It aims to minimize customer wait times, enhance service quality, and create a smoother and more enjoyable customer experience.

To access the ENGAGE Queue Productivity 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 Queue Productivity Dashboard Button

- Once selected, a summary-level dashboard will display key metrics such as service levels, average talk times, and abandoned calls.

› Select and filter the desired date range

- Select the "Filter" button towards the upper left-hand corner to select the specified date range

› View the Queue Productivity Dashboard to gain valuable insights into the efficiency and effectiveness of your Contact Center queue performance.

- Once selected, the Queue Productivity Dashboard will run the defined date range and the dashboard will propagate

HOW CAN I SEARCH FOR SPECIFIC QUEUES?

Utilize the queues filter to narrow down your search and adjust the data presentation based on your preferred time frame, such as by day, hour, month, etc.

WHAT KEY METRICS CAN BE FOUND ON THE QUEUE PRODUCTIVITY DASHBOARD?

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

- › **Service Level:** This metric gauges the percentage of calls that were answered within a defined threshold, usually indicating ENGAGE contact center's responsiveness.
- › **Queued Calls:** This metric shows the total number of calls currently in the queue, waiting to be handled by available frontline users.
- › **Abandoned Rate:** The percentage of callers who hang up or disconnect while waiting in the queue without reaching a frontline user.
- › **Handled Calls:** Refers to the number of incoming calls that have been answered and dealt with by frontline users during the specified date.
- › **Average Wait Time:** The average amount of time a caller spends waiting in the queue before their call is answered by a frontline user.
- › **Average Talk Time:** This metric measures the average duration of customer-frontline user conversations.

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HOW FREQUENTLY IS THE DATA IN THE DASHBOARD UPDATED?

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

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

Yes, click on the "Share Arrow" icon located at the top right corner. 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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