



## UNIVERGE BLUE ENGAGE ANALYTICS QUEUE PRODUCTIVITY DASHBOARD

### UNIVERGE BLUE ENGAGE QUEUE PRODUCTIVITY DASHBOARD ENHANCES EFFICIENCY BY PROVIDING SUPERVISORS WITH CUSTOMIZABLE INSIGHTS AND KEY METRICS FOR CALL QUEUE PERFORMANCE

UNIVERGE BLUE ENGAGE Queue Productivity Dashboard offers user-friendly, visually appealing representations of critical metrics such as service levels, average talk times, and abandoned calls. The interface simplifies the complex data, allowing supervisors to effortlessly gain valuable insights into their contact center's performance and effectiveness. Moreover, the ENGAGE Queue Productivity Dashboard's customizability offers users greater flexibility to adjust views, date ranges, data presentation, and queue filtering to meet their unique requirements. Suppose a supervisor wants to analyze call trends during a specific period. With a user-friendly interface, they can simply adjust the date range, instantly visualizing how ENGAGE contact center performed during that time. This level of flexibility, paired with the ease of interaction, is the outcome of a truly user-friendly design of NEC's UNIVERGE BLUE ENGAGE Queue Productivity Dashboard.

Additional benefits of the ENGAGE Queue Productivity Dashboard include:

- **Focus on What's Important:** With customized views, supervisors can tailor the dashboard to highlight specific key performance indicators (KPIs) that are most relevant to their goals. Custom service levels enable supervisors to set and monitor service levels tailored to their specific needs, ensuring that customer expectations are met. Furthermore, the data drill-down options provide in-depth insights into queue performance, enabling supervisors to identify areas that require attention and make data-driven decisions to improve overall efficiency and customer satisfaction. Additionally, the ability to customize KPIs allows supervisors to prioritize and closely monitor the aspects of performance that are crucial to achieving their objectives. Moreover, the option to set and monitor custom service levels empowers supervisors to align service expectations with their goals, ensuring that the team meets or exceeds those service levels and ultimately enhancing customer satisfaction.



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- **Easily Create Awareness:** The data can be downloaded in Excel or PDF formats and shared, or it can be scheduled for automatic email distribution.
- **Improve Your Customer Experience:** Enables supervisors to quickly assess performance trends, allowing them to proactively resolve issues for a more satisfying customer experience.

## UNIVERGE BLUE ENGAGE ANALYTICS QUEUE PRODUCTIVITY DASHBOARD DIAGRAM

This KPI and chart show the **Service Level** for the selected queues.

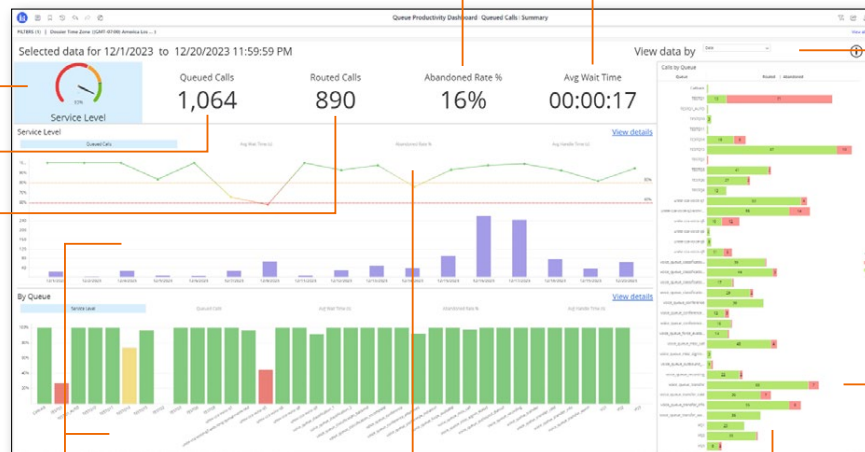
**Abandoned Rate:** The percentage of callers who hang up or disconnect while waiting in the queue without reaching a frontline user, leaving a voicemail, or leaving a callback request.

**Average Wait Time:** The average amount of time a caller spends waiting in the queue before their call is answered by a frontline user.

This KPI shows the total number of calls that reached the selected queues.

**Routed Calls**  
Incoming calls that have been assigned to specific queues for distribution to available frontline users.

Users can customize charts for many configurations of metrics, date range and queue.



**Date range:** Adjust how the data is presented. By:

- Day
- Hour
- Day of Week
- Monthly
- Quarter
- Year

**Queues Filter:** Filter the dashboard view by specific queues.

**Average Talk Time:** This metric shows the average duration of customer-frontline user conversations.

**Queued Calls:** This chart shows the total number of calls that reached each queue.

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