



CONFIGURABLE REAL-TIME DASHBOARDS

Monitor, Analyze, Diagnose, and Manage

The LiveOps Contact Center Cloud offers a complete, end-to-end contact center solution. Its configurable, real-time dashboards deliver a complete view of both real-time and intra-day data within one, browser-based application. Access to dynamic contact center activity information provides you the tools to monitor, analyze, diagnose, and manage the effectiveness of your contact center.

LiveOps' real-time configurable dashboards provide centralized, configurable administration and management, with industry-standard metrics and predefined thresholds, all in the same application.

You have access to real-time monitoring of contact center traffic and activity in the LiveOps Contact Center Cloud, enabling comprehensive command and control of your operation. At the same time you can:

- Proactively monitor ongoing agent performance, managing any issues before they affect business results.
- Gain insights into the effectiveness of campaign routing plans.
- Generate timely and accurate dashboards using industry-standard metrics, and without IT assistance or use of costly, third-party technology.

STANDARD KEY PERFORMANCE INDICATORS (KPIs)

LiveOps dashboards offer out-of-the-box, industry-standard KPIs, which you can view in a variety of ways:

- **By time period:** Real-time, time segment (the last 30 minutes), or intra-day since midnight.
- **By session:** Average handle time, average speed to answer, queue times.
- **By agent:** All agents, groups of agents, individual agents.

Armed with quick access to KPIs, now you can:

- Enable up-to-the minute monitoring of all operations.
- Quickly and easily view primary indicators on screen at all times.
- View dashboards and develop analytics without IT or third-party help.



The LiveOps Contact Center Cloud is designed from the ground up for business users to help you break away from the complexity and constraints of traditional contact centers.

CONFIGURABLE DASHBOARD VIEWS

Select your most essential KPIs and easily arrange them to personalize your dashboard. For example, you can manipulate:

- **Rows:** Use the Filter feature for a single-screen view of your key KPIs without scrolling. LiveOps lets you collapse rows into groups for general monitoring, easily expand groups whenever you need the detail.
- **Columns:** Add key KPIs from a list of industry standard metrics. Remove any KPI you do not want to view on your dashboard. Re-arrange them in the best viewing order by simply clicking on a KPI and dragging it into the desired columnar position.

With configurable dashboards, now you can:

- Focus on the indicators that are most relevant to your current business objectives. Change them as needs change over time.
- Eliminate the need to rely on technical experts to make your dashboard changes.

AGENT DETAILS

Agent-type KPIs enable you to drill down to specific agent details that will be displayed at the bottom of the summary level dashboard page. As summary-level values change in real time, you can view changing details for each associated agent. This enables you to:

- Stay on top of the dynamic activity in your contact center.
- Proactively manage your workforce.

When a KPI is approaching a defined warning threshold, its column displays as “yellow”. If a threshold is exceeded, it changes to “red”, alerting center management of a situation that requires immediate action.

	Agents Ready Now	Agents ACW Now	Agents Talking % Now	Long Agent Now	Long Queue Now	Agents Idle % Now	Agents Talking Now	Aband Today (EST)	SL % Last 30	SL % Today (EST)	ASA Today (EST)	Aband % Today (EST)	Agents Logged On Now	Queue Now	Agents Paused Now	ACL Today (EST)	AHT Today (EST)	Handled Today (EST)	Agents on Hold Now	Offered Today (EST)
Group1	0	0	0			0	0	4	100.00	100.00	00:00:00	100.00	0	0	0	00:03:14	00:00:03	0	0	4
Group2	0	0	0			0	0	4	100.00	100.00	00:00:00	100.00	0	0	0	00:03:14	00:00:03	0	0	4

VISUAL ALERTS

When a KPI is approaching a defined warning threshold, its column displays as “yellow”. If a threshold is exceeded, it changes to “red”, alerting center management of a situation that requires immediate action. As a result you gain immediate visibility regarding potential or critical issues so you can take quick action.