



Reporting

Design real-time reporting dashboards to keep abreast of all activities, progress and performance on service levels



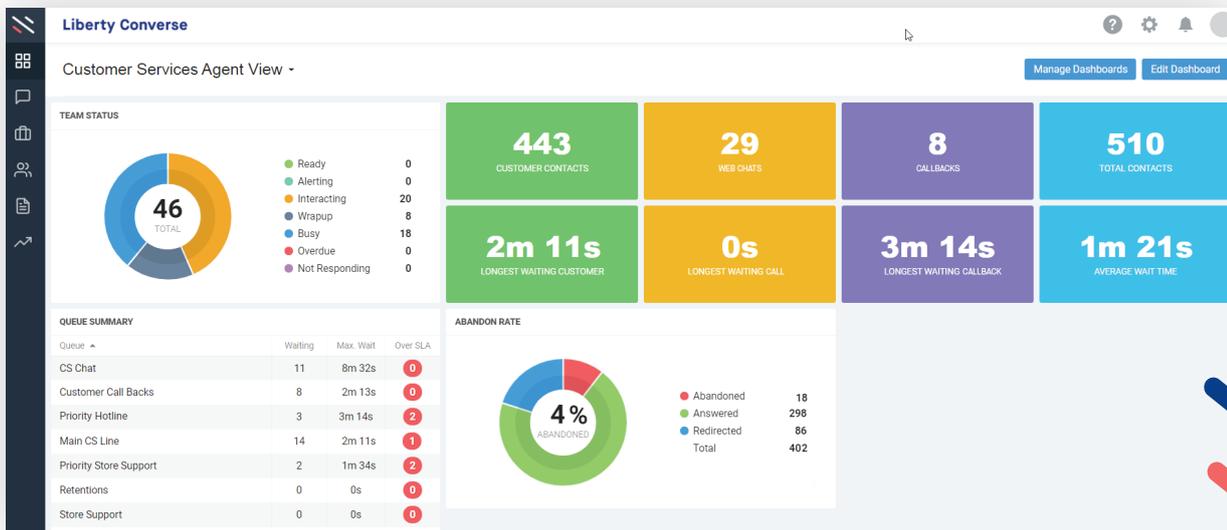
Flexible real-time reporting

With Liberty Converse, our omnichannel contact centre solution, you can customise dashboards and design, schedule and share reports on absolutely anything you like. Converse hands you the ability to track all contact centre activity, across your organisation so that you can keep an eye on quality in real-time and then add new resource when it's needed.

Report on what matters

Keep everyone informed. Teams or Supervisors can customise their dashboards and do real-time analysis on anything that they need to know about.

- ✓ Detailed queue and agent reporting skills
- ✓ Design, schedule and share reports
- ✓ Export data into reporting tools



Features at a glance:

Design your own reports pulling in exactly the information you want

Schedule regular delivery of your reports to your inbox

Dashboards to focus everyone on a single view and enable teams to share common metrics

Highly visual graphical views

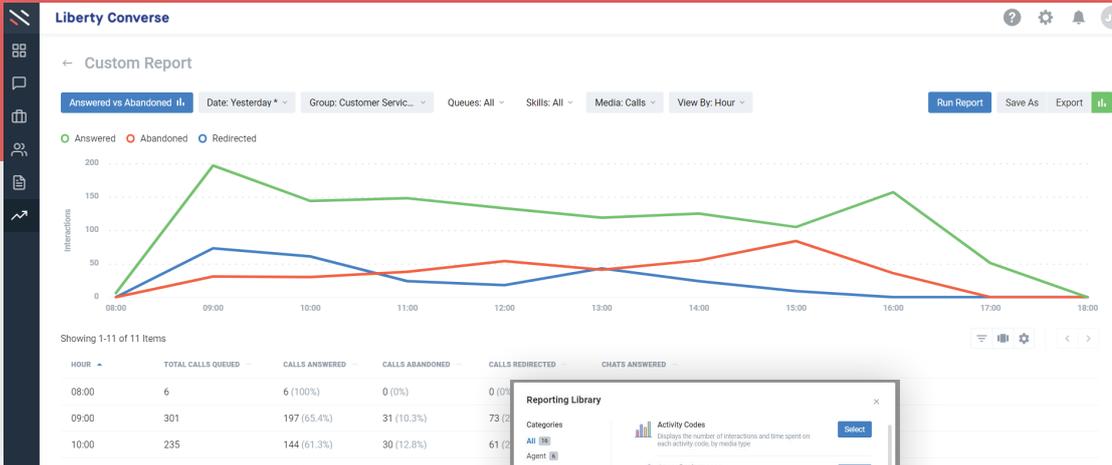
Export data as a .csv to be used in Microsoft Excel or alternatives

Share reports with other Converse users or via email address



Benefits at a glance:

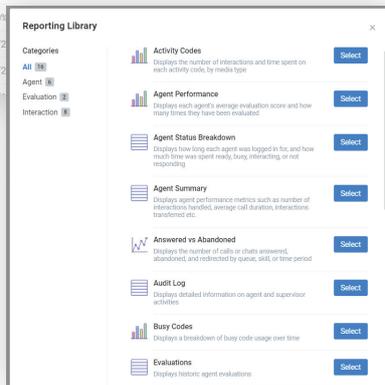
- ┃ Analyse how and why you are performing to SLAs
- ┃ Make real-time data-driven decisions
- ┃ Granular detail to analyse activity, enabling effective resource planning
- ┃ See clearly where to look for the next SLA improvement
- ┃ Quickly understand activity by group, and then by agent
- ┃ Easily see how your team is being deployed



Configurable dashboards

Dashboards are quick and easy to create, using widgets which are available in the library. You simply make your choice of widget and then customise it to your specific requirements.

- ✓ Define and filter data for the required groups, skills and media
- ✓ Easy to use drag and drop interface
- ✓ Permissions controlled view
- ✓ Edit or creation modes with allocation control
- ✓ Show data based on the context of the agent or supervisor
- ✓ Control over presentation size and locations



Simple, easy and fast

Converse users tell us the reporting function saves them hours of time because it allows them to bring in the exact information that they need to keep on top of. They can easily see how their team is being deployed and drill down for more detail, to allow for future planning.

By being able to view all of this from their customised dashboard, they can make immediate, real-time data-driven decisions.

See the full picture

See for yourself how easy it is to design reporting dashboards to monitor performance in real-time.

Our complete contact centre solution lets you track and manage agent performance, connect all of your communication channels and create seamless customer journeys. Book a demo to let us show you how.

Talk to us.

Contact us today for a demo visit
netcall.com

Or call us on 0330 333 6100 and say
“Transforming Engagement”

