ΚΑΚΑΡΟ SYSTEMS

Unity Dashboard Windows Application

Unity Dashboard is an essential tool for providing real-time visibility of queue conditions across the Call Center.

UNITY DASHBOARD

Real-Time Call Center Visualization

Suitable for Call Centers of any size, Unity Dashboard provides the flexibility to display your key call handling metrics. Statistics are available for Queues and Agents in both Tabular and Graphical visual layouts.

Unity Dashboard provides all users with a clear, concise understanding of current queue conditions and imparting real-time business intelligence for a wide range of customer handling environments.







Inbound Calls				
Thresholds		ITI		
Start Value	End Value	Colour		ŀ
0	2	Red		ł
3	5	Orange		,
6	10	Green		ł

Unity Dashboard





Agent Gamification

Encourage self-management and healthy competition among Agents with Dashboard as the leader board.

Inbound & Outbound

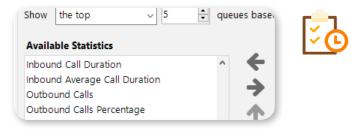
Combine ACD and outbound stats for customers that utilize a blended Agent workload.

Thresholds & Alerts

All statistics can be configured with colour based alerts, graphically highlighting problems for immediate attention.

UNITY DASHBOARD - USER INTERFACE

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Configurable Statistics

Dashboard can be configured from over 80 statistics to highlight metrics that are important to you.

Graphical Components

Configure and customise all graphical elements, including bar charts, pie charts, full and half gages and many more.

Key ACD Stats

See essential stats such as Calls in Queue, Longest Wait Time, Overflowed and Abandoned Calls.



Available in Tabular and Graphical options, Unity Dashboard includes the following statistics: Calls In Queue, Longest Wait Time, Average Wait Time, Missed Calls, Received Calls and Answered Calls. All statistics can be applied to all Call Centers and Agents with the ability to set thresholds against them.

Agent and Queue Statistics

Configure over 50 essential and desirable statistics to highlight metrics across the call center that are important to you.

Queue Statistics

А

Inbound Calls		Ir
Answered Calls		А
Calls in Queue		В
Longest Wait Time		А
Average Wait Time		А
Abandoned Calls		А
Average Abandoned Time		Т
Missed Calls		A
Bounced Calls		0
Escaped Calls		0
Transferred Calls		0
Overflowed Calls – Wait Time		0
Overflowed Calls – Queue Size		0
Staffed Ratio		In
Total Call Duration		In
Average Call Duration		In
Service Level		Τı
Agents Available		lc

Unity Dashboard

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Unity Dashboard

As a completely configurable application, Unity Dashboard can display any number of queues and statistics giving you total control. Configurable parameters, with a clean and elegant interface, allows users to quickly understand the condition of the Call Centers quickly so that they can act accordingly.

Agent Statistics

nbound Calls
Answered Calls
Bounced Calls
ACD State
ACD State Start Time
ACD State Duration
Fotal Call Duration
Average Call Duration
Dutbound Total Calls
Dutbound Internal Calls
Dutbound External Calls
Dutbound Call Duration
Dutbound Average Call Duration
nbound and Outbound Total Calls
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dle Time