KAKAPO

SYSTEMS

VISION360

Deep analytics and reporting for Cisco BroadSoft Call Centers | A powerful replacement for legacy ECCR

VISION360

Vision360 is a powerful analytics platform, enabling users to accurately harness insights whilst monitoring the performance of call center operations.

> **DESIGNED FOR EASE OF USE, THE INTUITIVE USER INTERFACE MEANS NO HASSLE AND LITTLE TRAINING REQUIRED.**

Make every second count when it comes to the flow of call center data. Vision360 provides users the capability to monitor, collect and collate real-time and historical data. Graphical and tabular format options then enable accurate data consultation.

Vision360's round the clock performance metric tracking maintains full data oversight. Gain quick yet deeply insightful understandings into performance metrics. Each of which can be immediately visualised and are selectable from an extensive range covering the width of a call center.

VISION360 INTERFACE

HEAT MAPS

Color coded heat maps with deeply configurable intervals, display key call handling metrics for all call centers, painting precise visual pictures of performance and enabling rich comparative analysis.

REAL-TIME AND HISTORICAL REPORTING

Vision360 is complete with real-time and historical performance metrics that ensure customer service teams never miss a beat.

ADVANCED INTUITIVE UI

Bring users up to speed swiftly. Designed for ease of use, the intuitive user interface means no hassle and little training required.
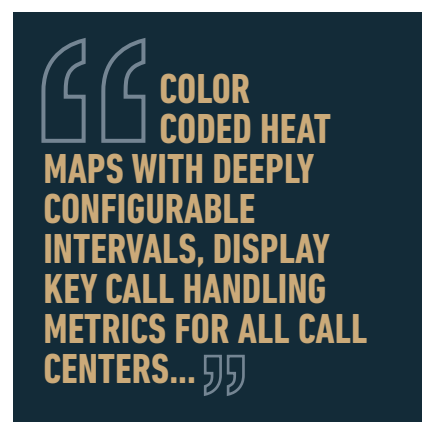
AUTOMATIC SYNCING

Streamlined provisioning allows users to start harnessing insights faster. As new users, ACDs, auto attendants and more are added, automatic syncing means that each of these automatically receive the right Vision360 licensing.

FULL CALL TRACKING

Cradle to Grave Reporting allows users to see every leg of every call, inside and out by searching a CLI.

ABANDONED CALL MONITORING

Start improving abandoned call rates. Gain access to all abandoned calls that have no been subsequently answered or called back.

> **COLOR CODED HEAT MAPS WITH DEEPLY CONFIGURABLE INTERVALS, DISPLAY KEY CALL HANDLING METRICS FOR ALL CALL CENTERS...**

Vision360 is designed to shape exceptional customer service by providing detailed, instant access to key call handling metrics. With the ability to group report across a variety of channels, customer service teams can accurately cultivate winning strategies and redefine productivity.

Supervisors and team leaders can drill-in to individual metrics and track them in real-time with historical context available. Or, for a robust macro assessment, the enhanced dashboard provides all the traditional centralized overview benefits of a dashboard, within the interface of a powerful analytics platform that provides a wealth of extra detail.

Vision360 is built for growth, with potential for infinite scalability made easier by smooth and simple provisioning that reduces training and knowledge requirements so that users can harness insights faster.

GROUPED OMNICHANNEL REPORTING

Create and disseminate reports to more than one user at a time with group reporting functionality. Reports can also be dispatched across different channels.

ENHANCED DASHBOARD

Enhanced dashboard gives users a centralized overview of key performance indicators customisable to individual requirements.

COMPLETE AGENT DATA

Understand exactly how Agents spend their time with real-time and historical Agent statistics available.

VISION360 REPORTS

VISION ACD DASHBOARD

The Dashboard provides a real-time visual summary of conditions across the call centre, quickly highlighting call handling bottlenecks and success stories. Users can toggle between today, week or month to track performance over time. Real-time information includes Live-Now, which is a combination of Calls In Queue and calls that have been answered and are live with an Agent. All reports can be clicked into for a list of the individual calls and stats underpinning the summary. Unreturned Abandoned Calls provides a list of all abandoned callers that have not subsequently called in again and been answered, or that have been called outbound by an Agent.

KEY DASHBOARD STATISTICS

Overall Summary Stats – Calls In Queue, Longest Wait Time, Average Speed of Answer, Service Level, Average Abandoned Time etc.

Live Now – Combination of Calls In Queue and current live calls answered by Agents.

Top Performing Queues – Headline stats for the busiest call centers. Sort by Answered, Abandoned and Overflowed.

Top Performing Agents – Headline stats for the Agents that have taken the most calls.

Total Calls – Bar chart configurable down to 15 minute increments to show call patterns over time.

Call Outcome – Visual summary of Answered, Abandoned etc.

CALL CENTER SUMMARY

This report provides a 360-degree summary of all calls into every call center and what happened to them. Essential stats such as Answered Calls, Abandoned Calls etc are all included as well as Service Level summary against user-defined targets. In terms of understanding overall performance, the Call Center Summary report is an invaluable resource for Supervisors and Line Managers. Displayed stats can be filtered to suit individual preference and users can quickly toggle for today, yesterday, last week, last month, or a custom range. Once you have the report setup to your specific requirements, save it as a scheduled report to get emailed to you with PDF and CSV whenever you need it.

KEY STATISTICS

Incoming Calls

Answered Calls

Calls Abandoned

Average Abandoned Time

Bounced Calls

Call Center	DNIS	Incoming Calls	Answered Calls	Bounced Calls	Held Calls
Development Queue	Development Queue	205	0	0	0
Holiday Cruises	Holiday Cruises	325	40	19	7
Kakapo Sales	Kakapo Sales	52	5	2	0

AGENT ACTIVITY SUMMARY

The Agent Activity Summary provides complete visualisation of Agent performance through statistics that cover every aspect of an Agent's operations, configurable by day, week, month, or custom sampling. Operational statistics such as ACD Answered and Total Talk Duration can be blended with availability metrics such as Available Duration and Wrap-Up Duration to give Supervisors and team leaders insight into highest performers and those that may require assistance. Collectively, this makes the Agent Activity Summary both a fundamental tool for Agent management and a critical report for evaluating Agent performance on both a macro and micro scale.

KEY STATISTICS

ACD Presented

ACD Answered

Bounced Calls

Transferred Calls

Average Talk Time

Agent	Current ACD State	Current ACD State Duration	Staffed Duration
Larry Redman	Unavailable	00:00:05	00:00:04
Liam Smith	Unavailable	1269:54:55	13:29:20
Steve Wardle	Unavailable	00:36:51	14:06:20
Chris Tutt	Sign-Out	45:18:45	13:29:20
Aaron Parsons	Sign-In	05:01:04	13:27:52
Charles Berry	Sign-In	212:47:49	13:29:20
Emma Hills	Sign-In	164:16:31	13:29:20
Amanda Anja Dawson	Available	00:00:59	00:00:59
Bifin Jose	Available	55:40:22	13:29:20

AGENT ACD STATE REPORT

This report provides full, real-time, and historical context on the ACD state of all Agents in the call center. A highly effective tool for understanding how Agents spend their time, the report will display the current ACD state of Agents, along with the duration of all states. This report can be configured by day, week, and month along with interval sampling if required. It will also breakdown each unavailable code such as Unavailable (comfort break), Unavailable (lunch) etc to provide precise details on exactly how Agents are spending their time through the lens of ACD states.

KEY STATISTICS

Current ACD State

Staffed Duration

Available Duration

Wrap-up Duration

Unavailable Duration

UNRETURNED ABANDONED CALLS

The Unreturned Abandoned Calls report allows users to monitor and track abandoned calls that have not yet been returned. This report provides a full overview of all Unreturned Abandoned Calls to allow users to maximise their call back and engagement potential and enhance abandoned call reduction strategy. The report allows specific searching along the option to choose which call center to view. It provides further details of the DNIS, the time of the abandoned call, the abandoned wait time and whether the callers reached the entrance music playing stage.

KEY STATISTICS

Queue and DNIS

Date and Time

Callers Number

Abandoned Wait Time

"THIS REPORT IS USEFUL FOR DIAGNOSING OFTEN OVERLOOKED REDIRECTION PROBLEMS, AS WELL AS PROVIDING SWIFT AND EFFECTIVE RESULTS DETAILING THE NUMBER OF REDIRECTIONS TO DETERMINE THE TRAFFIC-FLOW OF CALL CENTERS."

AUTO ATTENDANT OPTIONS SUMMARY

Quickly understand the performance of Auto Attendants through the Options Summary. This report is useful for diagnosing often overlooked redirection problems, as well as providing swift and effective results detailing the number of redirections to determine the traffic-flow of call centers. Not just limited to an Options Summary, Vision360 has three separate reports and 20 call statistics that provide complete control over auto attendants.

KEY STATISTICS

Options Pressed

Single and Multi Level

Redirected Calls

| Dashboard ⌄ | User & Department ⌄ | ACD Agents ⌄ | ACD Queues ⌄ | Auto Attendant | Hunt Group ⌄ | Codes | CLI Tracing |

Auto Attendant Options Summary : 2023-06-01 to 2023-06-14

| Duration | This Month | ⟳ | Auto Attendant | All selected (2) ▾ |

Auto Attendant ▲	Redirected To	Redirected Count
Test Auto Attendant Multi	8018	1
Test Auto Attendant Multi	Abandoned	7
Test Auto Attendant Single	8007	1
Test Auto Attendant Single	Abandoned	5

HUNT GROUP SUMMARY

A full view of how hunt groups are performing for whatever time and date that requires investigating. This allows users to study individual hunt groups with greater precision to determine their performance independently and in comparison, to their counterparts. The report further allows users to see Calls Received in conjunction with Answered % for a fast, responsive understanding of performance, along with a wider range of statistics for a more in-depth analysis. All reports can be forwarded to Excel, PDF and CSV. Users can also schedule reports to multiple recipients.

KEY STATISTICS

Answered Calls

Abandoned Calls

Average Abandoned Time

Total Talk Duration

Average Talk Duration

| Dashboard ⌄ | User & Department ⌄ | ACD Agents ⌄ | ACD Queues ⌄ | Auto Attendant ⌄ | Hunt Group ⌄ | Codes ⌄ | CLI Tracing |

Hunt Group Summary : 2023-06-01 to 2023-06-14

| Duration | This Month | ⟳ | Hunt Groups | All selected (3) ▾ |

Hunt Group ▲	Received Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Total Wait Duration
Accounts Dept	3	0	0	3	100	00:00:03
KMPIQ - Support	2	2	100	0	0	00:00:00
Test Hunt Group	8	0	0	8	100	00:00:09

DISPOSITION CODES

Consisting of both ACD Queue and ACD Agent reports, disposition code reports enable the tracking of which codes have been entered along with who and how many. This ensures detailed record keeping and a full overview of which codes have been entered to aid in trend and outlier analysis. The ACD Queue report details which disposition codes have been entered by which call center, with attached DNIS. In addition, the ACD Agent report shows disposition codes entered alongside total calls, this is broken down by Agent allowing individual assessment.

CLI TRACING

A vital report for investigating call journeys, diagnosing bottlenecks, and assisting with streamlining the customers inbound calling experience. The CLI Tracing report provides complete cradle to grave call reporting on every call into a call center. This provides full visibility on a truly granular level for each leg of the call journey, to convey crucial information such as transfers, conferencing, and the external tracking ID for fault investigation. Selecting a call leg allows for the entire journey to be grouped together for concise viewing. Information can be presented by day, week, month, and custom dates, along with simplified searching made available through entering the remote number into the search field.

Dashboard | User & Department | ACD Agents | ACD Queues | Auto Attendant | Hunt Group | Codes | CLI Tracing

CLI Tracing : 2023-02-27 to 2023-06-14

| Duration | Custom | | 7542901160 | | |
| Start Date | 2023-02-27 12:00:00 am | End Date | 2023-06-14 11:59:59 pm | | |

	Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration
	2023-06-08	04:07:42 pm	+447542901160	Kakapo Support	Inbound	ACD Processed	2480	00:00:00	00:00:12
	2023-06-08	04:07:42 pm	+447542901160	Chris Tutt	Inbound	Bounced	2470	00:00:12	00:00:00
	2023-06-08	04:07:42 pm	+447542901160	Aaron Parsons	Inbound	Transferred	2486	00:00:12	00:00:41
	2023-06-08	04:07:42 pm	+447542901160	Lee Fallon	Inbound	Bounced	2472	00:00:02	00:00:00
	2023-06-08	04:07:42 pm	+447542901160	Max Edwards	Inbound	Bounced	0019	00:00:12	00:00:00
	2023-06-09	02:06:36 pm	+447542901160	Kakapo Support	Inbound	ACD Processed	2480	00:00:00	00:00:44
	2023-06-09	02:06:46 pm	+447542901160	Max Edwards	Inbound	Bounced	0019	00:00:07	00:00:00

ABOUT KAKAPO SYSTEMS

At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco© BroadSoft© platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature-rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

NEXT STEPS

To request a free trial or demo of **Vision360**:

Visit www.kakaposystems.com

Contact tellmemore@kakaposystems.com

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