

ASQreal

A Contact Center management dashboard

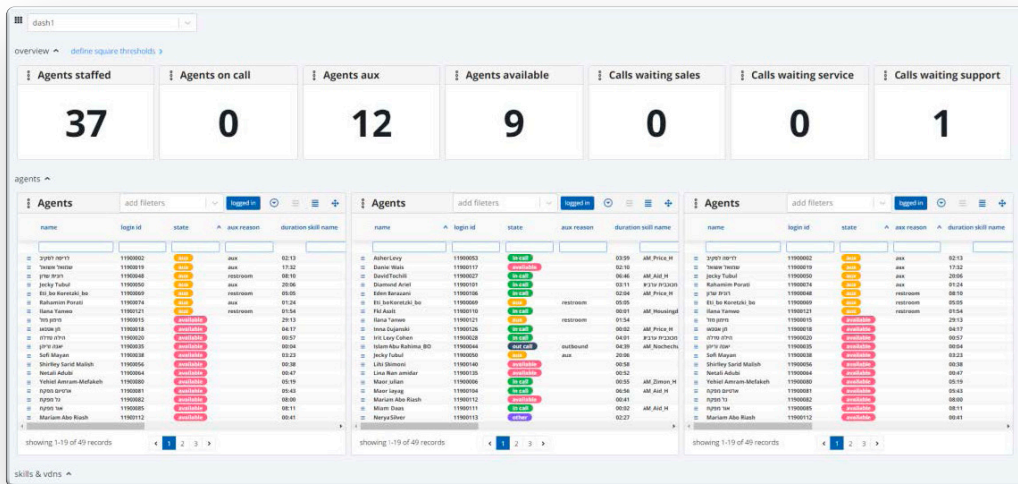
ASQreal is a Web Contact Center management system that offers managers and supervisors an accurate, up-to-date view of the Contact Center operations at any given moment, allowing them to take immediate operational actions and enhance efficiency. ASQreal presents real-time information in a tabular and graphical display that is customized to meet specific managerial needs.

ASQreal serves as a dashboard that interfaces with the AVAYA™ and GENESYS™ APIs. This set-up assures reliability of the data flow and guarantees that the information displayed in the dashboard is always dependable.

Benefits

ASQreal grants:

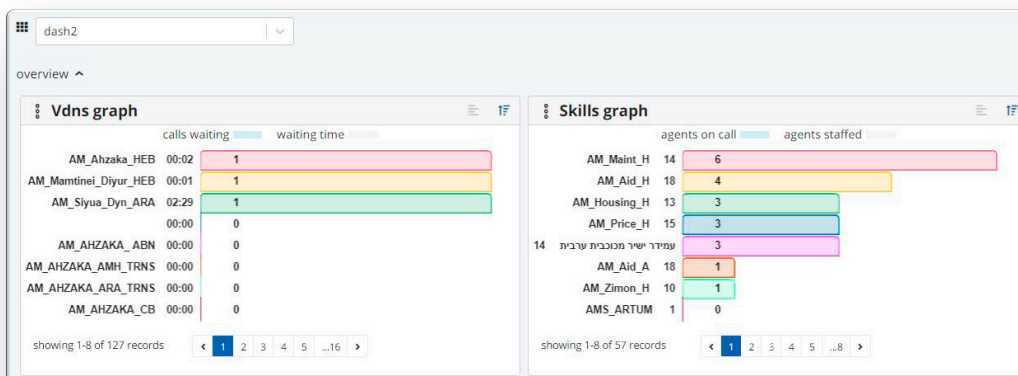
- On-going, real-time monitoring of the contact center operations
- Reliability of data streamed by the original vendor systems
- Enhanced usability of dashboard views
- Immediate and in-depth analysis of the contact center performance level
- Effective contact center management
- Improved performance and service quality



Real-time management

Real-time, well-presented, and meaningful information reflecting a contact center's on-going operations is a key factor in promoting managerial effectiveness during shifts and, consequently, enhancing performance levels of agents.

The ASQreal dashboard includes queue and skill graphs that present one or a combination of two measures in the form of horizontal bar graphs. The appearance and content of the graphs can be easily customized to meet specific user requirements.



Queue, skill, and agent tables present measures selected by the user, allowing easy setting of thresholds and visually prominent, color-based alerts.

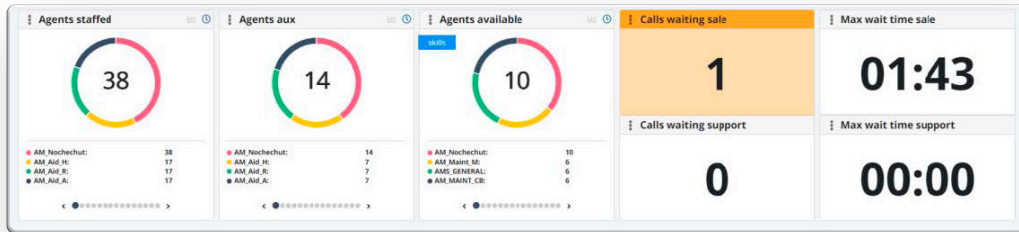


Visually prominent single-measure information display

The ASQreal dashboard allows its users to focus on specific queue and skill data and present them in the form of pie charts, columns, and tiles.

Customers pre-define single measures to be shown, while each user may select the queues and skills for which the data is displayed.

For every pie chart or graph, four skills or queues are presented at a time, each marked by a different color. The highest measure value at any given point in time is presented at the center of the pie chart.



Accurate data at the right level of detail

Adjustable templates and the ability to have several instances of the same graph or table, each with different measures or alerts, allows users to customize the dashboard to their needs and gain immediate and meaningful insight into the operation of the Contact Center at any given moment.

Summary tiles showing prominently visible total values help gain a quick, high-level overview of the Contact Center status.

skill name	agents staffed	agents available	agents on call	agents aux	avg acd time	avg abn time	ans calls	abn calls	SLA
LP_CAMPAIGN_CB	5	2	0	1	00:00	00:00	0	0	0%
LP_FAILOVER	7	6	0	1	00:00	00:00	0	0	0%
LP_SHERUT_TLV	3	2	0	1	01:20	00:00	35	0	71%
LP_SHERUT_TLV_CB	3	2	0	1	00:00	00:00	2	0	0%

Execution of immediate supervisory actions

ASQreal allows users to translate the insight gained from the dashboard into supervisory actions that can instantly elevate the level of performance of the entire shift. Thus, a supervisor can easily access all agent-related supervisory actions with a single click on the agent's name and perform the action on the spot.

Features

- Show graphic and tabular views of agent, skill, and queue data.
- Use customized personal or public templates.
- Design wallboard-designated templates.
- Adjust views to specific user needs.
- Edit graph title, select measures for display, sort graph, select priority.
- Edit table title, expand table, change front size, display summary bar, sort, filter, select columns (measures) for display.
- Display several instances of the same graph, each with different measures.
- Easily set thresholds and color-based alerts.
- Display single-measure pie charts, graphs, and tiles.
- Execute supervisory actions during shift – dial agent's station, whisper to agent during calls, silently listen to agent, change skill to individual or a group of agents, change agent status.