

ContactQ

Live Dashboards and Historical reporting

ContactQ reports in great detail on all activity in the contact center including Agents availability, call handling statistics and activity, Call , email and Chat interactions, with volumes, levels of service and call outcomes.

Over 160 Live and historical reports allow granular analysis of business performance and allow optimization of staff and resources, to provide best possible service levels

Benefits of CQ Reporting

- Allows Customers manage their biggest asset –Staff
- Configurable Live and Historical reports provide data that is relevant to the business's objectives
- Easy to use drag and drop system with filters to enable staff to tailor reports without incurring external costs
- Scheduling of Reports allows reports to be distributed to relevant personnel
- Measure Call Outcomes using customized Wrap codes to develop best practice
- 160 pre-packaged reports to get up and running fast
- No Fees for additional supervisors
- Supervisors can change the status of Agents instantly

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Wallboards

- Share information with the team to motivate Staff
- Informed staff can work smarter
- Calls in Queue allows Breaks and Training to be planned around busy times
- SLAs clearly visible
- Configurable to match Team KPIs
- Numerous wallboards can be connected
- Wallboards can be configured to show a choice of relevant status information
- See the whole picture – Historical reporting of IVR calls , Chat as well as ACD calls

Who Uses CQ Reports

Team Leaders—Manage and Develop People

Agents—Motivate to achieve best people

Business Managers—Optimize resources and incentivize staff, measure against business objectives

Customer Services –Measure service levels, survey responses, call outcomes, first time call resolution