



DASHBOARD

REAL-TIME, TICKER-STYLE
DATA FOR CONTACT CENTER
AGENTS AND SUPERVISORS

The customer journey is one of the most critical things on any executive's mind today.

Help your frontline representatives take control and shape the customer journey all along the way.

Empower your teams and their supervisors with the tools and info they need for performance to soar.

The Pipkins Dashboard offers:

- Valuable, ticker-style KPI data.
- A compact format that can be monitored at a glance and takes up minimal screen real estate.
- Real-time knowledge of individual, team and overall contact center performance.

FLEXIBLE & VERSATILE



Multiple **Data Views**

Leverage five standard data views that can be customized to suit your operational needs. You can also add and create new views.



Connect **External Systems**

Can be connected with your external systems, like Quality Assurance solutions, to integrate other relevant information into the data views you use.



Quick **Drill-Down Reports**

Drill down into any data set with a single click. Export to various formats and print drill-down reports directly from your Dashboard.

The Agent Statistics View (shown below) compares agent activity to group average activity.

Pipkins		Calls Handled	Avg Handle Time	Signed in Time	Available Time	Not Ready Time	Talk Time	After Call Work	AUX Time	% Adherence
(02:39 to 02:45PM)		6	00:00:21	00:01:36	00:00:36	00:00:01	00:01:12	12:14:14	00:00:00	83.00
Agent		354	00:00:21	01:34:24	00:35:24	00:00:59	01:10:48	01:59:46	00:00:00	83.00
My Total Day										
Rank (of 1)		1	1	1	1	1	1	1	1	1
Agent Statistics		Schedules Adherence Report Card								
Bryan Adamson [X]										

