



## Zeacom Communications Center Fact Sheet

# Dashboard

For staff requiring visibility of their contact center's performance, who don't need the full functionality of Agent Desktop, Zeacom's Executive Dashboard is the answer.

## **Zeacom's Dashboard makes it easy to monitor your contact center's vital signs without leaving your desk**

Managers and busy executives want to keep their finger on the pulse of their organization without getting bogged down in the detail. Dashboard gives these and other users a real-time snapshot of their contact center environment from their PC that complements the in-depth functionality of Agent Desktop

### **Information at your fingertips**

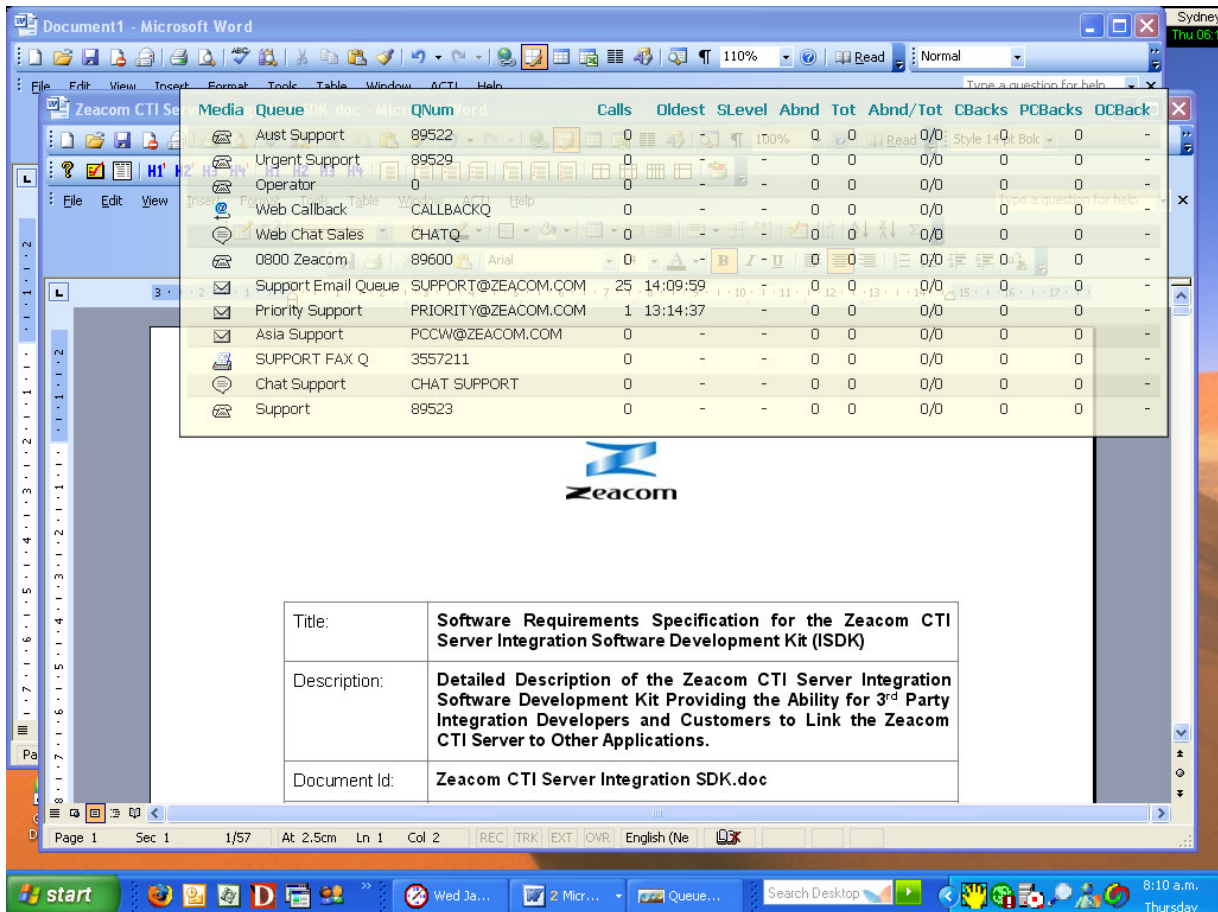
The Dashboard is a bit like a Wallboard that highlights queue status and activity, but only better. Because Dashboard is an application that resides on the user's desktop and can be customized to meet each employee's individual needs. Users determine which queues they want to view and which parameters are important to them, whether it be service levels, number of abandoned calls, oldest call and so on as shown below

### **Customized to the user**

How and when the information is displayed can also be controlled by the user. The Dashboard can be configured to always appear over the top of the application that is currently being worked in or it can be popped to the front of the screen when an alert is triggered. Alerts can be highlighted in color so that they are more visible and the Dashboard can even be made transparent so that applications behind it can be seen. To move the Dashboard, simply drag-and-drop it anywhere on your desktop or minimize it as required

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### Simple to configure and use

Configuring your Dashboard is simple – just click on the desired options using Zeacom’s graphical user interface. The application even provides you with a preview of how your customized Dashboard will look prior to saving your options