



8x8, Inc.



VCC Analytics – See Your Performance at Customer Speed

Today's Speakers



Max Ball

Sr. Manager, Contact Center
Product Marketing, 8x8, Inc.

VCC Analytics - Gain New Insights

- Part of our move to a big data reporting environment
- Create the reports that help you run YOUR business
- Schedule and receive reports whenever you want
- Dashboards for business insight at a glance

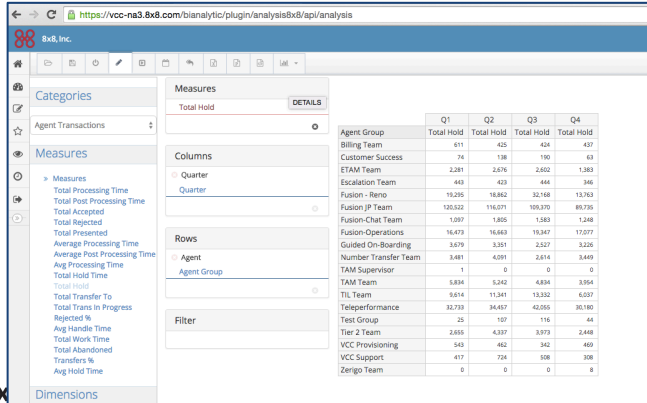


VCC Analytics – Two Components

VCC Reports

Included in VCC Pro

- Custom insight for your business
 - Select metrics that matters to you
 - Select visual representation
 - Deliver when you want



VCC Dashboards

Included in VCC Premier

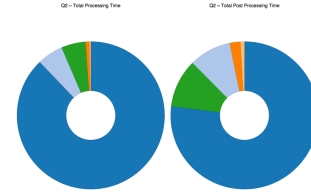
- Visual, interactive interfaces
 - Critical insight at a glance
 - Explore hidden relationships
 - See how things change over time



VCC Reports

Build the reports that matter to your business

- Hundreds of data elements at your fingertips
- Dozens of visualization options
- Flexible integration, exporting, scheduling, and delivery



Categories

Queued Transactions

Measures

- » Measures
 - Total Processing Time
 - Total Post Processing Time
 - Total Accepted
 - Total Abandoned
 - Total Entered
 - Total SLA Met
 - Average Processing Time
 - Average Post Processing Time
 - Max Time to Abandon
 - Total Time to Abandon
 - Total Time Waiting
 - Total Rejected
 - Queue SLA %
 - Abandoned %
 - Average Time To Abandon
 - Average Time To Answer
 - Average Work Time

Dimensions

- Queue (All)
- Queue ID
- Channel
- Media
- Time (All)

8x8, Inc. <https://vcc-na3.8x8.com/bianalytic/plugin/analysis/8x8/api/analysis>

Agent Group	Q1	Q2	Q3	Q4
Billing Team	611	425	424	437
Customer Success	74	128	192	83
ETAM Team	2,281	2,676	2,652	1,383
Escalation Team	440	421		
Fusion - Reno	19,225	18,843		
Fusion JP Team	158,532	116,071		
Fusion-Chat Team	1,537	1,585		
Fusion-Operations	16,473	16,646		
Guided On-Boarding	3,479	3,351		
Number Transfer Team	3,481	4,091		
TAM Supervisor	1			
TAM Team	5,834	5,244		
TIL Team	5,814	11,341		
Teleperformance	32,733	34,443		
Test Group	25	19		
Tier 2 Team	2,655	4,338		
VCC Provisioning	343	451		
VCC Support	417	724		
Zerigo Team	0	0		

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Measures: Total Hold

Columns: Quarter

Rows: Agent, Agent Group

Dimensions: Queue, Channel, Media, Time

The Reporting Process

- Some pre-built reports are available
- Report writer to create and save the reports that you wish to focus on
 - Pick the data parameters
 - Pick the timeframes
 - Pick the visualizations
- Schedule the report for delivery when needed
 - Delivered via email
- Run when you wish and access online or export

Categories

Queued Transactions

Measures

» Measures

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Max Time to Abandon
Total Time to Abandon
Total Time Waiting
Total Rejected
Queue SLA %
Abandoned %
Average Time to Abandon
Average Time to Answer
Average Work Time

Dimensions

Queue
(All)
Queue
Queue ID
Channel
Media
Time
Time
(All)



VCC Dashboards

- Visual solution for instant insight into Contact Center Performance
- Highly interactive screens – intuitively explore and refine your insights
- More than just data, see the relationships like:
 - Channel & Queue activity and Agent Group responsiveness
 - Call volume, Service Level, and Abandons
 - Hold Time and Transfers



VCC Dashboards

- Near real-time data (updated every two hours)
- Interactive tool to see relationships between different performance measures
- Four Analytic Dashboards:
 - Big Picture Dashboard
 - Queue Dashboard
 - Agent Performance
 - Agent Group Queue work



Accessing VCC Analytics

- Use the following URL:
 - <https://vcc-clusterID.8x8.com/bianalytic/Login>
- Use your Agent or Supervisor login – NOT your administrator ID
- Use your tenant ID
- Your ID will be in the following format:
 - loginid@tenantID
- You will receive an email with the URL for your specific system and the tenant ID that you will need to use for your login.

