

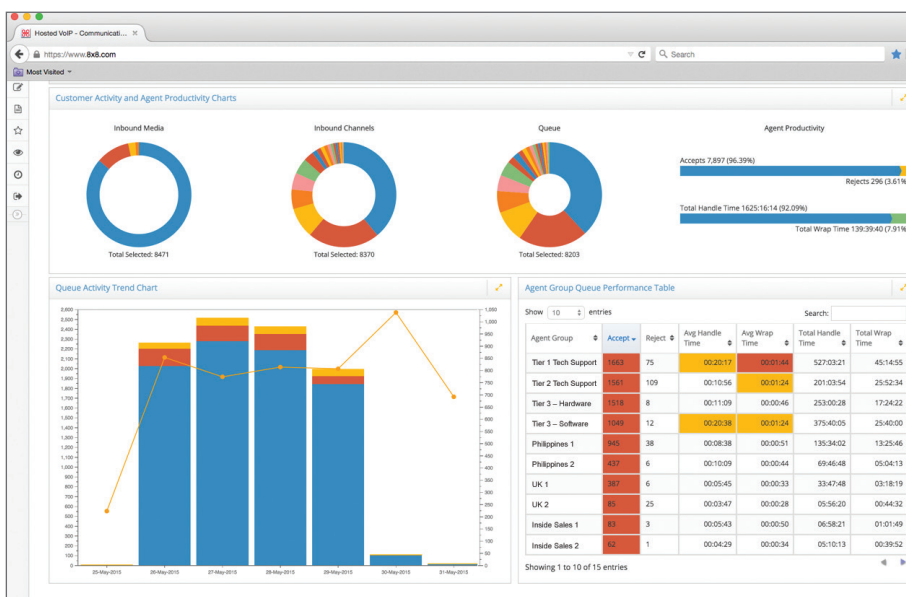
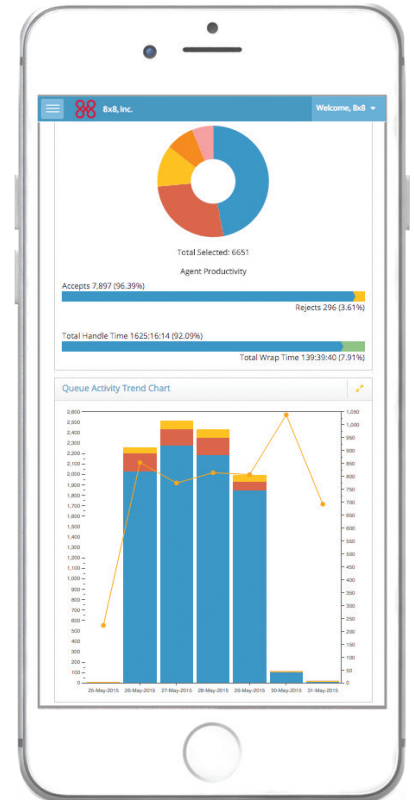
8x8 Virtual Contact Centre Analytics



How can you increase the value of every customer interaction? Is your contact centre meeting critical performance metrics? Now you can tell.

8x8 Virtual Contact Centre Analytics provides industry-leading insights about the performance of your contact centre. More than just data, 8x8 Analytics brings powerful graphical tools that reveal actionable business insights.

See how your customers are being served across all channels and in different areas of the business, and learn how your agents are performing against critical performance metrics.



Big Picture Dashboard: See your contact centre status at a glance.

Get answers to critical questions

- Do you have queues that are experiencing spikes in call volume?
- Where are the overflow calls going?
- How have handle times changed during the course of the day?
- Do you have an increase in short calls and you want to find the score?
- At what call volume threshold do callers start hanging up?

DATASHEET

Virtual Contact Centre Analytics

Transform contact centre performance

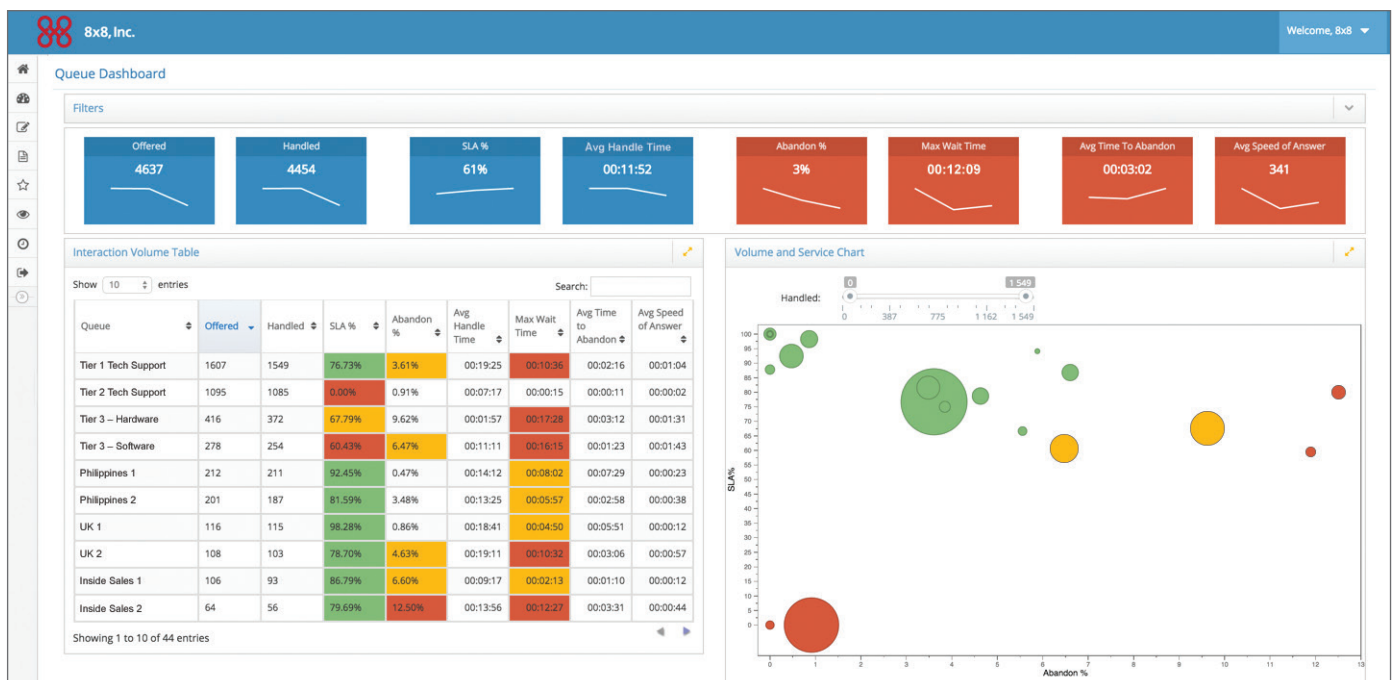
Virtual Contact Centre Analytics helps you:

- Quickly identify significant trends in how you are serving your customers with “at a glance” visualisations.
- Filter out the noise and focus on the things that are impacting your customers’ experiences.
- Identify high performing agents and those who need coaching or assistance.
- Detect performance anomalies to catch issues before they become widespread.
- Stay on top of your team’s performance, no matter where they are.
- Create custom reports that help you see what is important to *your* business.

Dashboards for instant insights

Our highly visual and intuitive dashboards give you instant understanding of call centre performance. Powerful tools show you what is going well and where you need to focus resources to improve your customer experience.

- **Big Picture Dashboard:** See how customer contacts are interacting across all media and queues. Instantly understand how many calls are being handled and how many are being abandoned.
- **Queue Dashboard:** Get insight into the call volume and performance of each of your queues across all media. And check up on how your customers are being handled by lassoing into groups of queues to quickly drill down.
- **Agent Comparison Dashboard:** See how all your agents are performing against key metrics, regardless of what group they are in or which queues they are supporting.
- **Agent Group Dashboard:** Gain insight into which agent groups are handling which types of interactions, to ensure that the right folks are helping the right customers.



Queue Dashboard: Unique and detailed visualisations help spot unexpected trends.

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Key features

- Flexible reporting options with a variety of presentation formats help you focus on what is important to your business.
- Scheduled report creation and delivery ensure you always know the status of your contact centre.
- Powerful filters allow you to focus in on key information you need to run your business.
- Bubble charts and “lasso” capabilities identify notable information to quickly detect critical trends that would otherwise be hidden.
- Track performance against key SLAs over time.
- Compare “good” and “bad” heat maps for instant insight into the quality of service being provided.

Agent Group Dashboard



Reports for managing on the go

Schedule reports to be delivered to you when you want them, with the information you need, in the format you want. Reports let you check in and know how things are running instantly. Get alerts when key metrics are out of bounds. Take your reports with you. Responsive design lets you manage your contact centre wherever you are, on the device of your choice.

- Total control over the data and format of your reports
- Ability to save and schedule favorite reports to provide key insight when it's needed
- A variety of visualisation options to immediately see your customer experience and your team performance



Use Virtual Contact Centre Analytics on any device.

For more information, call 020 7096 6000 or visit 8x8.com/uk