

**GLOBAL BUSINESS INTELLIGENCE SOLUTION FOR CONTACT CENTRES,
ENABLING YOU TO VISUALISE ALL OF YOUR CONTACT CENTRE'S
OPERATIONS ON THE SAME CONTROL PANEL.
REPORTING>DASHBOARD**



All your contact centre's information on the same screen.

DashBoard is a global business intelligence solution for contact centres, enabling you to visualise all of your contact centre's operations on the same control panel.

It is characterised by its flexibility and ease of use, even within environments that consist of various centres, even if these are in multiple countries, offering real time information. DashBoard uses the information from your Avaya PBX and other information systems within your corporate environment, to offer global visibility, providing high level information.

Through your administrator interface define who has access to the application and their level of access to the reports. Thus with one sole application you manage what information is seen by each user, and it is not necessary to grant authorisation to all these users on all the systems.

It allows for an analysis of the information through various filters, which may be exported in various formats, including Microsoft Excel.

THE INFORMATION IS LOCATED IN ONE SOLE PLACE

- You will have unified and centralised information within one sole control panel. It is not necessary to access each system separately, with the access and authorisation problems of each user on each system that this implies..

RAPID ROI

- The affordable price and the rapid implementation will allow you to take advantage of historical and real time information on your business. This enables you to make adjustments to optimise the centre or the company's strategy.

SIMPLICITY

- This solution is easy to use: the administration of this solution is simple for IT personnel and, on the other hand, easy for users thanks to the web interface.

STANDARDS

- Standard components have been used in its creation.



TECHNICAL INFO

Communications System:

Avaya Definity
Avaya Communication Manager

Databases:

Oracle
IBM DB2
MySQL
SQL Server

The source systems from which data is collected are:

Avaya CMS
Avaya IC
Avaya Experience Portal / Voice Portal



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