Product Datasheet

inConcert Allegro Contact Center

Analytics

Rapidly access all of the information you need to diagnose operational problems and take corrective action.

Manage your contact center operations successfully with KPIs and statistics, reducing operation times, increasing performance and meeting agreed-upon service levels.

Overview

Visually diagnose operational problems.

inConcert Allegro Analytics improves real-time visualization of your operation's KPIs so you can meticulously monitor them to achieve the highest service levels possible and respond rapidly to problems before they become crises, ensuring your operation stays profitable. Graphical and web dashboard views provide a wide perspective on your call center's operations. Easily navigation to more specific screens from the principal panels, achieving finer information granularity, improving problem diagnosis.

Resolution tools.

Native integration of inConcert Allegro Analytics with inConcert Allegro Contact Center guarantees immediate availability and integrity of data as well as more effective execution of corrective actions. Resolution tools and the information needed for diagnosis are combined in a single tool, so you work more efficiently, improving your productivity and the customer's experience.

Configurable alarms.

inConcert Allegro Analytics' complete alarm and notifications module makes it possible to define multiple alarms across a diversity of operational and productivity indicators. When an alarm is activated, it shows on the panel and the system guides the user to the precise point where the problem was detected leading to rapid resolution.

Complete vision and operations control .

inConcert Allegro Analytics offers a unified user interface where the most-used functions are rapidly accessible. Two principal panels let you see all inbound and outbound campaigns. Apply filters to customize views, select your favorite campaigns and visualize only those statistics you consider most relevant. Now you can focus your attention on the operational issues that are most important.

Key Features

Note: The implementation of some features may require professional services

■ **Configuration:**

- Personalized views.
- Analysis intervals.
- Results intervals.
- Formulas for calculating KPIs.
- Accumulated data.
- User data.
- Inbound and outbound operating alarms.
- Rapid and contextual access to alarms.

■ **Dashboard:**

- Inbound.
- Outbound.
- Dailer Lists.
- Dialer lists distribution.
- Agents.
- Comparison of multiple campaigns.

■ **Statistical analysis:**

- Inbound campaigns.
- Outbound campaigns.
- Dialer lists.
- Agents.
- KPIs.

■ **Controles:**

- Change dialer parameters.
- Start / Stop dialing.
- Pause / Resume dialing lists..
- Expire / Activate dialing lists.
- Predefined options for recycling contacts.

■ Unified web interface for analysis, diagnosis and resolution of problems.

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CONTACT CENTER TECHNOLOGY

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