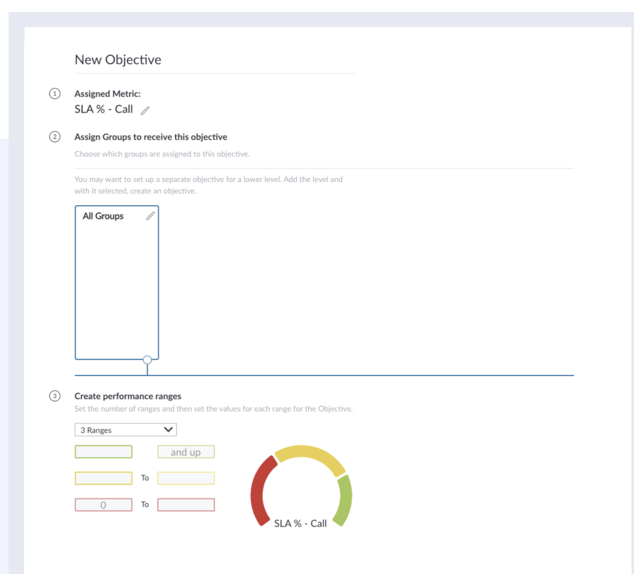
UJET Advanced Reporting

Dashboards

Deliver real-time, continuous feedback to everyone who needs it via customizable dashboards that easily display agent metrics and your progress toward individual and team KPIs.

- Set individual and team performance objectives that align with company goals
- Explore historical KPI performance and current performance in real-time
- Track progress toward goals from the executive team down to the individual agent
- Visualize performance at an individual, team, group, location, queue, and organizational level
- Subscribe to dashboards for easy access and allow sharing for greater team synchronization
- Customize and create report templates and modules to save time
- Categorize agent attributes to improve your training and hiring processes
- Utilize Work Aid Modules to promote team learning and growth
- Use Surveys to collect feedback and improve internal processes



Objectives

Objectives are measurable steps individuals and groups take to move closer to a shared goal. Objectives can help Supervisors and Managers proactively correct small problems as they arise and before they become larger issues. Objectives work by assigning minimum thresholds to the data displayed on your dashboards so agents can always see how their performance compares. Supervisors can also create additional accountability in Advanced Reporting by sending notifications to individual agents if thresholds aren't being met.

Real-time/Historical Data

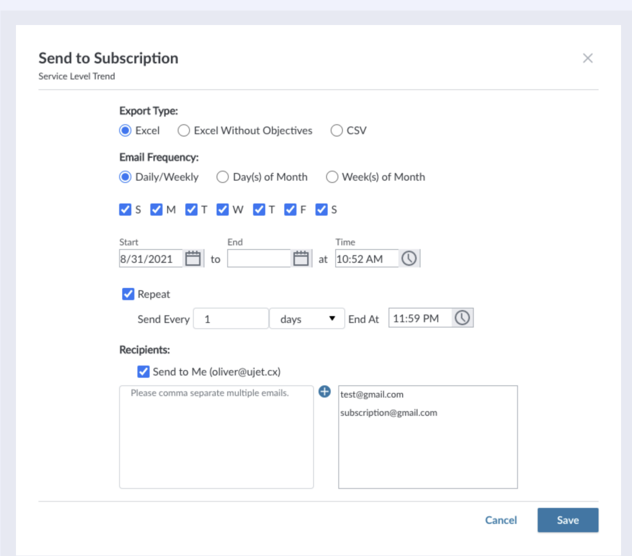
UJET Advanced Reporting offers unified real-time and historical performance reports for all of your campaigns, teams, and agents. View the intraday performance of your campaigns in real-time to see key metrics like sales volumes, and explore historical reports to track agent performance across call types.

Supervisor Access

Advanced Reporting gives your supervisors everything they need to ensure high-quality customer interactions and effective sales and service. The web-based application displays real-time statistics for queues, campaigns, and agents to enable your supervisors to manage your contact center resources efficiently and effectively.

Subscriptions

Subscriptions allow your agents and supervisors to add pre-created and custom modules and dashboards to their own feeds for easy visibility. Agents can choose to subscribe to just an individual module or to an entire dashboard, depending on the level of visibility they need. Plus, if external contractors need access to performance data, supervisors can easily subscribe an email address to any dashboard views.



Announcements

Effortlessly display announcements on dashboards and wallboards throughout your contact center, or send them privately to individuals, teams, or your entire organization.

Wallboards

Wallboards enable contact centers to broadcast live updates on TV screens and monitors. By making the most important information accessible to everyone, teams can proactively contribute to organizational growth and agents can stay engaged with slides that share:

- Rankings, awards, & achievements
- Leaderboards & racing screens
- Employee birthdays & spotlights
- YouTube videos
- Performance gauges & thermometers
- Company messages

Wallboards enable you to design a visual contact center in three simple steps: create, save and share. By making the most important information accessible to everyone, teams can work together toward shared goals and celebrate their colleagues for high performance.