DSTNY DASHBOARD

Overview of your response groups and agents

Gain crucial insights from your powerful switchboard through automated reports and live statistics to make more data-driven decisions

DASHBOARD

Dashboard displays available or logged-in agents, the number of calls in queue, the latest queue time, average queue time, and the count of missed calls. Accessible via a website, the Dashboard allows you the freedom to choose the device for viewing the service.

STAFFING AND DECISIONS

Without adequate information, verifying whether you're making the right decisions regarding staffing and changes within your customer service becomes challenging. By observing real-time activities in your company's response groups alongside updated historical data, you can make more data-driven decisions on what's necessary to elevate your customer service to the next level.

WHAT CAN DASHBOARD DO?

• View logged-in agents and their status
• Answered/unanswered calls
• Number of outbound calls per agent
• Service level
• Alarm levels by setting key metrics and objectives
• External content such as images, videos, Iframe content, QR codes, and Atom/RSS feeds

Price: 1-49 employees: 499 SEK/month │ 50-99 employees: 699 SEK/month │ 100+ employees: 999 SEK/month

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