

Build the Ultimate Custom Contact Center Analytics Dashboard



LIVEVOX



The ability to see real-time performance data alongside historical trends in your contact center determines your organizations' quality of service, opportunity to succeed, and overall understanding of agent and team contributions.

LiveVox Wallboards are configurable dashboards that display key performance indicators related to inbound and outbound contact center volume and individual or team output. Wallboards can display metrics for a contact center's overall performance and progress, or highlight particular problems that require further attention from a manager. Get real-time desktop notifications, color-coded activity for at-a-glance visibility, and even audio alerts for minute-to-minute awareness of your operation.



Configurable, agile dashboards for environments that change in an instant.

LIVEVOX WALLBOARDS & BI FEATURES



Real production data & statistics

Leveraging public APIs, LiveVox plugs in your inbound and outbound call activity, providing agents and managers minute-to-minute monitoring of call center activity and alerts when something goes wrong. For example, when agents are in the same state for too long, agent handle time is beyond certain thresholds, the number of accounts being dialed is too low, SLAs are handled incorrectly, and more as needed for your particular environment.

LiveVox Wallboards Features



Personal & public visualizations

LiveVox dashboards easily present real production data and inbound or outbound statistics from voice, digital, and virtual agent channels into configurable graphs, charts, or grids that can be displayed privately for agents and managers or publicly for teams to view on the floor. You can sort the information however you want by color, size, or position on the screen. Dashboards are custom and tailored to your particular use case and workflow.



Versatile alerts

Set up alerts based on specific ranges with volume values like “too low” or “too high” and issue warnings and alerts of violations that are color-coded for immediate visibility. Dashboards can also enable audio and browser notifications so you can direct your attention to an issue instantaneously.

LiveVox lets you customize alerts to best suit your monitoring needs.

The screenshot displays two side-by-side agent performance dashboards. The left dashboard, titled 'Lowest Duration Agent', lists agents such as Veronica Corni..., Ross Geller, Rachel Green, Meredith Palmer, Joey Tribiani, Angela Martin, Andy Bernard, Ricky Bobby, Phoebe Buffay, Jim Halpert, Pete Miller, Charles Miner, Monica Geller, Wes Mantooth, Stanley Hudson, and Ron Burgundy. The right dashboard, titled 'Highest Duration Agent', lists agents such as Daryl Philbin, Toby Flenderson, Ryan Howard, Roy Anderson, Robert California, Phyllis Vance, Oscar Martinez, Kelly Kapoor, Jan Levinson, Holly Flax, Gabe Lewis, Deangelo Vickers, Creed Bratton, Michael Scott, Dwight Schrute, and Brick Tamland. Both dashboards include columns for Agent, State, State Duration, Inbound Calls, Outbound Calls, and Total Calls. Alerts at the top of each dashboard indicate that the 'Ready state duration has violated its upper limit'.

LiveVox Wallboards Features



Big screen display

Data can be displayed in a personal or public view. Create a command center on the agent floor with LiveVox's Wallboards and project your real-time activity on big screens in the office. Showcase call center metrics like how many customers are on hold, average hold time, or the number of logged-in agents.

Set the data presentation to capture the present goings-on of multiple agencies, contact centers, service departments, and even individual agent activity and capture real-time statistics to visualize what's going on right now on an hourly/daily basis for in-the-moment context.



LiveVox Wallboards showcases your call center metrics in real-time.



Avg. call time



Agents available



Hold time



Quantify agent activity just in time

Benefit from in the moment monitoring of your operation and use panel types to easily display different agent or agent team productivity for comparison. You can create as many dashboards as you want, display them as wallboards in your office, or set them to private or public for managers to monitor throughout the day.