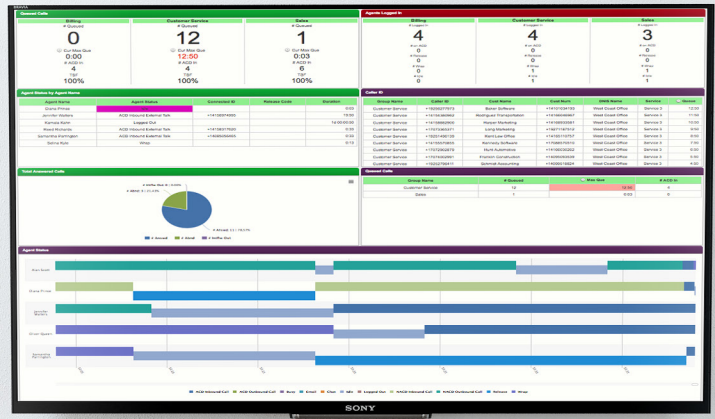**REAL TIME DASHBOARDS**

Garner the power of Brightmetrics Real Time Services to change the customer experience as it happens

If you're a call center manager, you're probably very familiar with this scenario: you have a few team members out on break when, out of nowhere, a tsunami of calls floods your phone lines. Your agents manage the best they can, but soon you start to experience increased abandon rates or customer complaints about wait times. Wouldn't it be better if you had access to the data that could alert you to this problem as it happens, so you could solve the issue before it becomes a problem? With Brightmetrics Real Time, you can.

Here are 3 Ways Brightmetrics Helps your Team in the Moment:

It's in the Trenches

Call center managers who are on the call center floor will have the data available to make decisions on the fly that match the needs of the customers at that exact time. Whether it's a wall monitor, a tablet or mobile device or a desktop PC, the data your active call center managers need to make good business decisions is never far away.

It Provides a New Layer of Transparency

Employees can also benefit from the expediency of Real Time. Those employees can monitor the calls in the queue and adapt their work style accordingly to meet customer needs. For example, if there are too many calls in the queue, employees can handle calls more quickly to help get that queue cleared. If they see that their colleague has taken 3 times as many calls as they have, they have the ability to step it up to pull their weight. If you have quotas they need to achieve, this makes it easier for them to monitor their results and ensure they are on track. Instant data is power in the hands of the employees who directly interact with your valuable customer base.

It Drives Tactical Decisions on the Fly

Reporting and analytics is based on activities that have already happened. Brightmetrics Real Time is an auxiliary tool that delivers your contact center and core business phone metrics as they happen, giving you an opportunity to shape the customer experience in a way that's never been possible before.

Examples of metrics available in Real Time:

- Calls Currently in Queue
- Longest Queue Time of Calls in Queue
- Average Queue Time of Calls in Queue
- Agent Status, Time in Current Status
- Agent Daily Timeline (everything the agent has done that day up to the current second)
- Time in Queue for Each Call, and many more
- Current Trunk Utilization

21-Day Free Trial

Start benefitting from the Brightmetrics business intelligence today, check out our free 21-day trial to discover what your Mitel (formerly ShoreTel) data is telling you!

POWERED BY **brightmetrics**

Visit: www.brightmetrics.com
Call: +1 707 238 4455
Email: info@brightmetrics.com