callcentre helper .com

GENESYS

The latest thinking on Contact Centre Metrics

Easy

Off the shelf

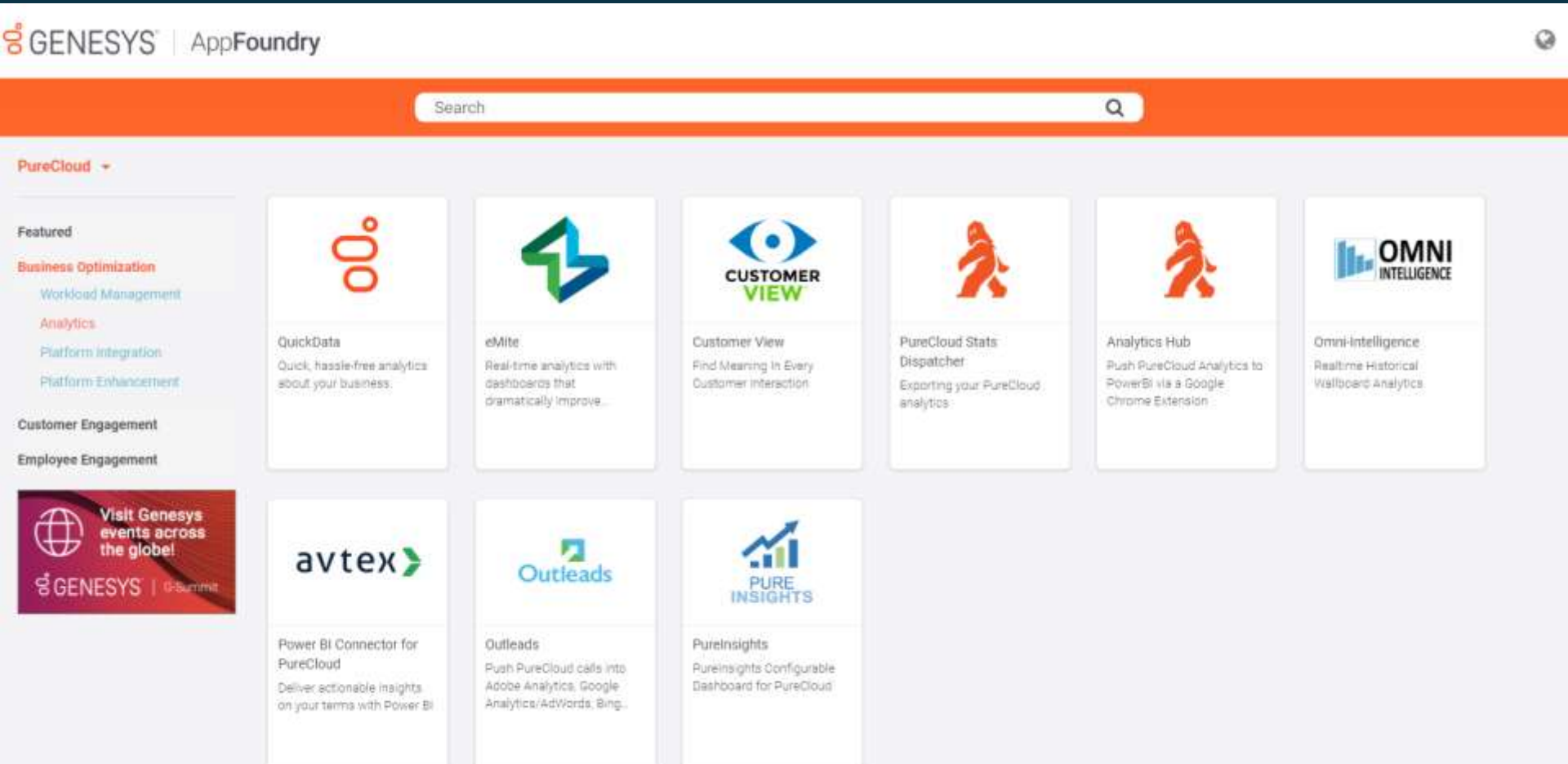
Ready Integrated

Do your own thing

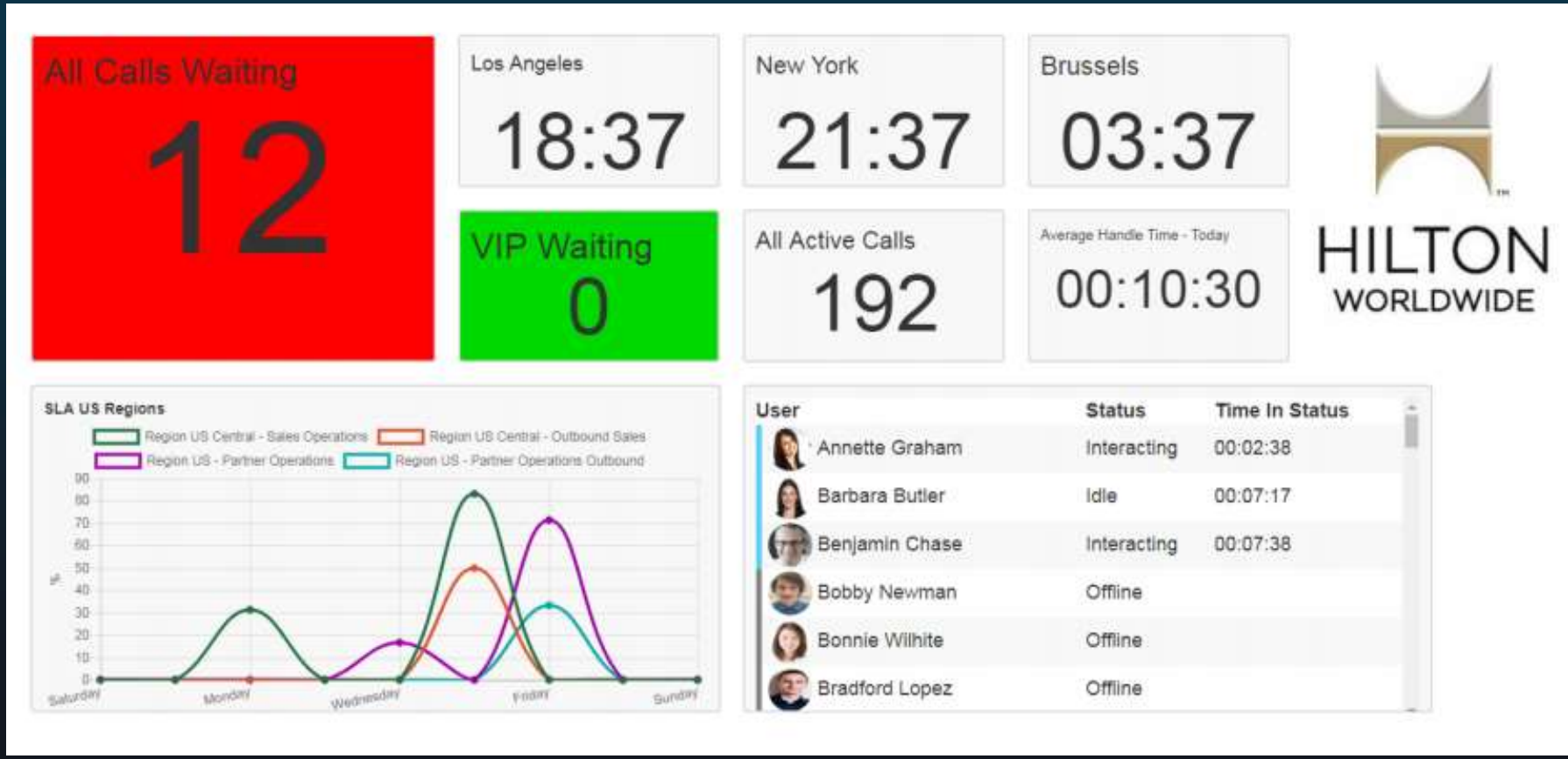
Easy

Interactions | Interaction
Internal Participant
Linda Phillips
SIP Device
Speed: x1
0:00.000 / 10.50
External Participant
Perth, Australia
+61 8625118072
Details
Timeline
Quality Summary
Audit Trail
Conversation Timeline
IVR
Toll Free
Call
External
Perth, Australia
+61 8625118072
Call
Interact
ACD
Billing
Call
Agent
Linda Phillips
Call
Interact
Wrapup
00:00
00:01
00:02
00:03
00:04
00:05
00:06
00:07
00:08
00:09
00:10
Sun 2 September

Off the shelf



Off the shelf



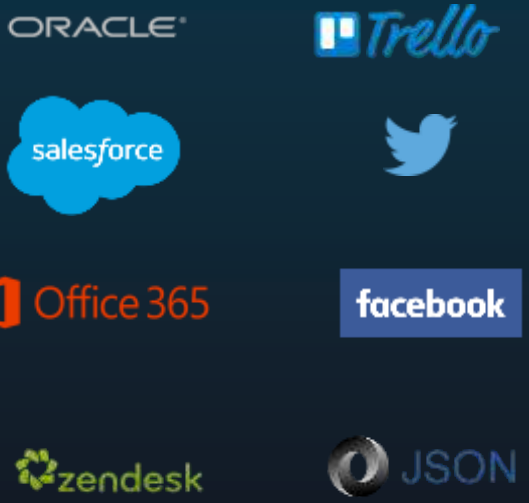
Ready Integrated

Contact Centre Metrics

CRM platforms

ERP / Commerce platforms

Plug and play



Do your own thing

Business KPI's

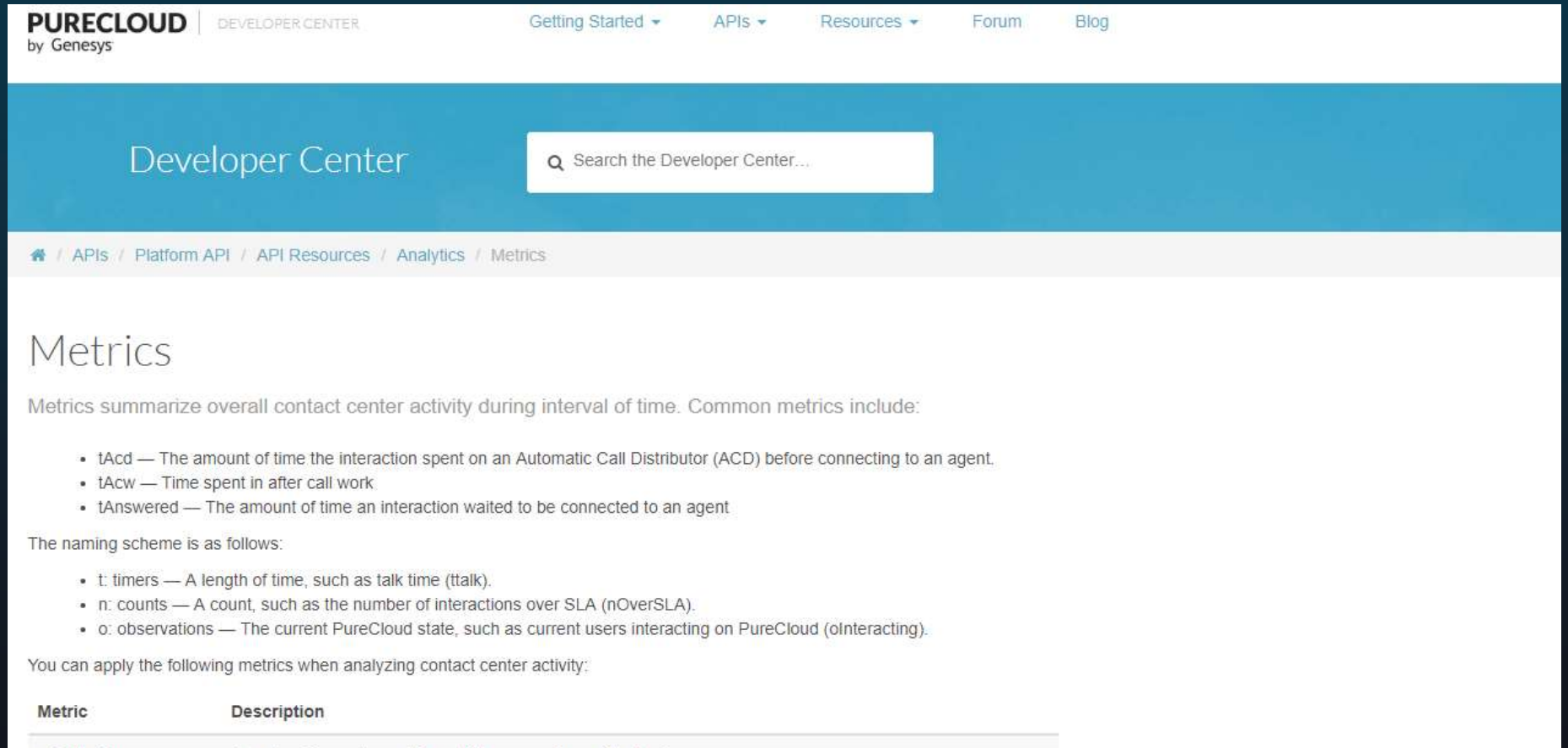
CC Metrics ~ Sales Metrics

CC Metrics ~ HR Metrics

CC Metrics ~ Partner Metrics

CC Metrics ~ Operational Metrics

Do your own thing



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Thank You

Visit www.genesys.com or michael.murphy@genesys.com for more information

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