

Dashboard

How do i configure and manage the Dashboards?

From the Dashboard screen, click on 'New Tab', then 'New Item'. Choose 'Add Chart', 'Add Stats', Add Campaign Summary' or 'Add Adherence Table'. Click for more details.

What statistics are available in Dashboard Charts?

Forecasts and actuals for Contact Volmumes and Average Handling Times. Also, Service Levels and Cumulative Volmues. Click for more details.

What statistics are available in Dashboard Tables?

Similar infomation to charts, but also including variance statistics from forecast to actual. Click for more details.