

Snapshot Plug-in

SIMPLIFY THE MONITORING OF YOUR CONTACT CENTER
AND OPTIMIZE PERFORMANCE

Snapshot allows you to simplify the monitoring of your contact center, while communicating key metrics to your contact center staff - allowing issues to be addressed before they impact customer service.

Overview

Customer expectations are higher than ever when it comes to service delivery. That's why contact center agents and managers need immediate, real-time access to current information, presented in a simple and accessible format.

Snapshot provides your organization a real-time picture of contact center performance. Agents, supervisors and managers can quickly and easily view up-to-the minute data on queue and agent status as well as information from a third-party database, such as your CRM or ticketing system.

For the mobile Supervisor or Manager, Snapshot is supported on Android and IOS devices.

Snapshot allows organizations to:

- Clearly communicate key metrics to all contact center staff in real-time
- Empower agents to proactively manage service levels
- Optimize contact center performance
- Emphasize the importance your company places on customer care

Benefits

- **Access real-time views of the performance of your contact center** through the delivery of up-to-the-minute information from EICC and third-party databases (such as CRM).
- **Ensure your key metrics are clearly visible.**
- **Display statistics** in a format that is customized to the audience.
- **Provide simple presentation** - snapshot presents data on a variety of media such as a TV screen, desktop, mobile device or website.
- **Communicate data more effectively** to both internal and external parties.



How does it work?

Snapshot retrieves data from Enghouse Interactive's Communications Center (EICC) or a third-party database and displays it within a web browser view, in a completely customizable format. The statistics are refreshed once every 0.5 seconds and Snapshot has been designed to prevent burn-in on plasma screens.

A graphical administration interface makes it simple to configure the data presented in Snapshot. Tiles can be added, removed, moved and resized. The color, gradient, content and layout of each tile can also be specified. The administrator can define when each tile goes into 'alert mode' and what color the tile changes to when an alert is activated. A Database tile can be added to display statistics from a third-party database via a SQL statement. (Any database with a compatible ODBC driver is supported.)

The amount of data that can be displayed is only limited by the size of the screen it is presented on. A preview of the customized Snapshot is displayed before the selected options are saved. Templates of pre-configured displays can be stored and retrieved for later use.

With Snapshot, you also get a flexible Web Services interface that uses XML to make a wide range of statistics available to your database or application in real-time. Display response times on your website in easy-to-read tables, or feed contact center data into a third party reporting application. You decide what application you want to interface with and what format your data is presented in.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.