



Real-Time Contact Center Insights to Drive Business Impact

Vityl Dashboard's Contact Center Metrics (CCM) module serves as a single system-of-record for the automated collection, aggregation, transformation, management, and publishing of performance metrics across the disparate systems and data sources behind a Contact Center. CCM provides the insights needed to enhance customer experience and optimize revenue generation with real-time, end-to-end, consolidated views of Contact Center performance.

Bring Disparate Data Together in Real-Time

Automatically consolidate metrics from disparate Contact Center systems and data sources into actionable real-time information.

Display Actionable Information

Transform and publish information in business-oriented views for executives, management and staff on browsers, mobile devices, readerboards, videowalls, portals, and more.

Take Immediate Action

Understand the immediate business impact of missed service levels, long wait times, unbalanced workloads, idle agents, etc.

Serve Customers Well and Generate Revenue

Determine exactly how to optimize your current Contact Center to reduce waste, best serve customers, and enhance revenue generation.

VITYL
Product Suite

Vityl Adviser

Understand IT Health and Risk

Vityl Dashboard

Connect IT to Business Value

■ Contact Center Metrics

Vityl Monitor

Analyze Real-Time and Historical Performance

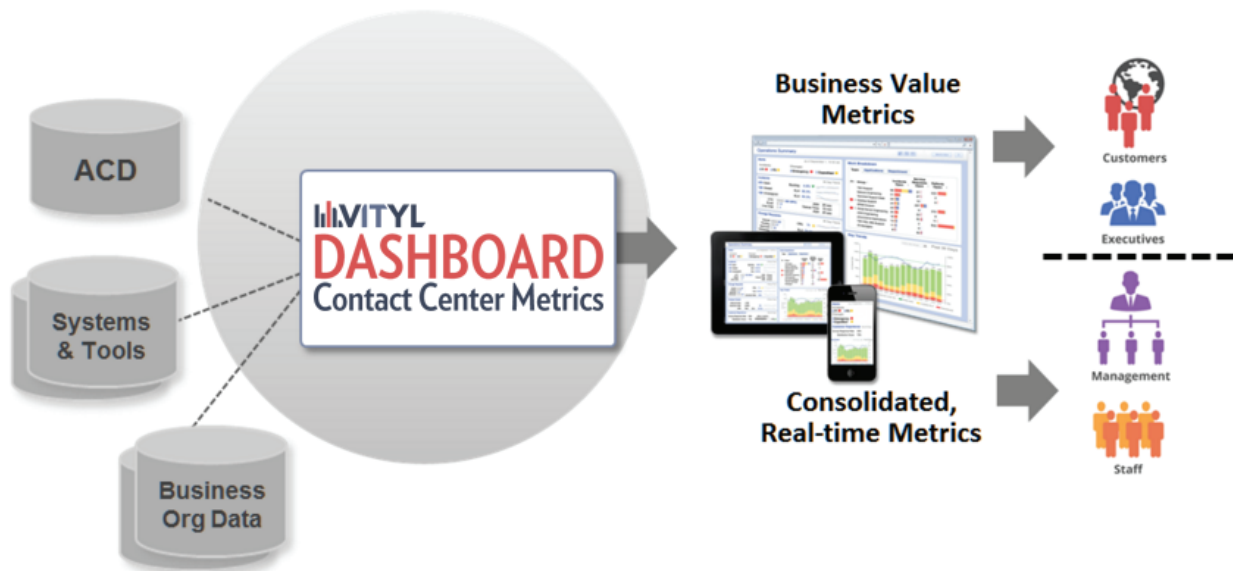
Accessible Anytime, Anywhere with Your Business Context:

- Metrics are automatically consolidated from Contact Center ACDs, Call Management Systems, Applications, and business data sources.
- The catalog-based system transforms operations and technical metrics into business-outcome views for stakeholders.
- CCM is the first product of its class built with a "Mobile-First" and "Just Answers" design philosophy, leveraging the best and latest technology has to offer to bring unprecedented ease-of-use to both users and administrators.

Key Benefits

Incorporate vast amounts of omni-channel data from disparate sources in real-time to gain a significant competitive advantage and drive business results.

- Automated metrics consolidation
- Real-time decision support
- Optimized contact center



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Control Costs
Avoid Risks
Communicate Value
Make IT Better

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