

Dashboard Metrics Give Palm Beach Sheriff's Office Insights to Drive Contact Center Performance

Case Study

Client Info at a Glance

Company: The Palm Beach Sheriff's Office

Location: Palm Beach, Florida



PUBLIC SERVICES

Company Overview: The Palm Beach Sheriff's Office (PBSO) serves one of the largest counties in South Florida, with a huge staff of over 5,000 deputies, civilian staff, volunteers, and other officials. The PBSO Help Desk contact center provides technical support to these thousands of workers, helping them to better protect the citizens of Palm Beach.

TeamQuest Business Value: TeamQuest Vityl Dashboard gives PBSO Help Desk much-needed visibility into its contact center operations, saving time and providing the insight to drive improvement. With mobile-friendly dashboard views tracking performance metrics for their contact center and IT operations, the PBSO help desk team can manage operations while on the go. By automating time-intensive reporting and monitoring tasks, the PBSO has been able to build significant efficiency while adding value.

“Utilizing data from Vityl Dashboard, we were able to identify a trend in tickets related to password resets and automate a solution via our new ITSM solution, eliminating a major source of tickets. Now the whole team has access to real-time performance metrics, so if there’s an issue everyone is on the same page. In addition, with the click of a button, I can publish weekly or monthly activity reports to management, viewable on any device, that highlight our progress while cutting down on the team’s reporting time. It’s really working out well for us. We have a new segment rolling out with this project shortly and I can’t wait to see what that reveals for us.”

Chris Bastian, Help Desk Unit Manager, PBSO

Overview and Challenge

Providing 24/7 assistance to the Palm Beach Sheriff’s Office (PBSO) is no small feat. The office serves one of the largest counties in Florida, with a coordinated staff of deputies, civilian staff, volunteers, and other operators of over 5,000. As Unit Manager of the PBSO Help Desk, Chris Bastian’s responsibility is to provide assistance to these thousands of people so that the Sheriff’s Office can better protect the people of Palm Beach.

PBSO had what Bastian called “the beginnings of a contact center,” but their contact center software didn’t give Help Desk workers and managers any visibility into the efficiency or performance of their operations. Bastian had no easy way of getting real-time analytics on how many calls were being taken on a given day, how effective operators were at solving callers’ problems, or how quickly those problems were being resolved. Moreover, there was little way to connect IT performance to contact center operations.

The Solution

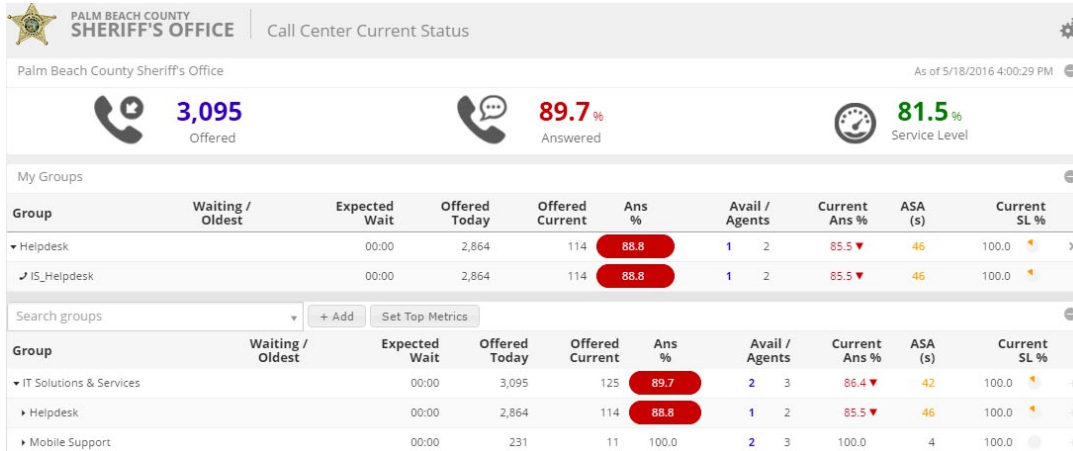
PBSO contacted TeamQuest, who quickly put together a demo that convinced them that a metrics management solution would be integral to achieving the goals they'd set for themselves. Within weeks, Vityl Dashboard was giving contact center managers insight into call rates and efficiency, while desktop and mobile support teams were set up views to monitor ITSM metrics like ticket volume and ticket resolution rates. In addition, weekly and monthly activity report dashboards for upper management were automated to cut down on reporting time. The ability to view these dashboards from any device, anywhere was a significant benefit to the PBSO management, who is frequently on the move. On the whole, Vityl Dashboard provided a major upgrade to their contact center platform, giving PBSO a badly needed toolset to help improve operational efficiency and chart organizational progress.

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Applying Dashboard Metrics

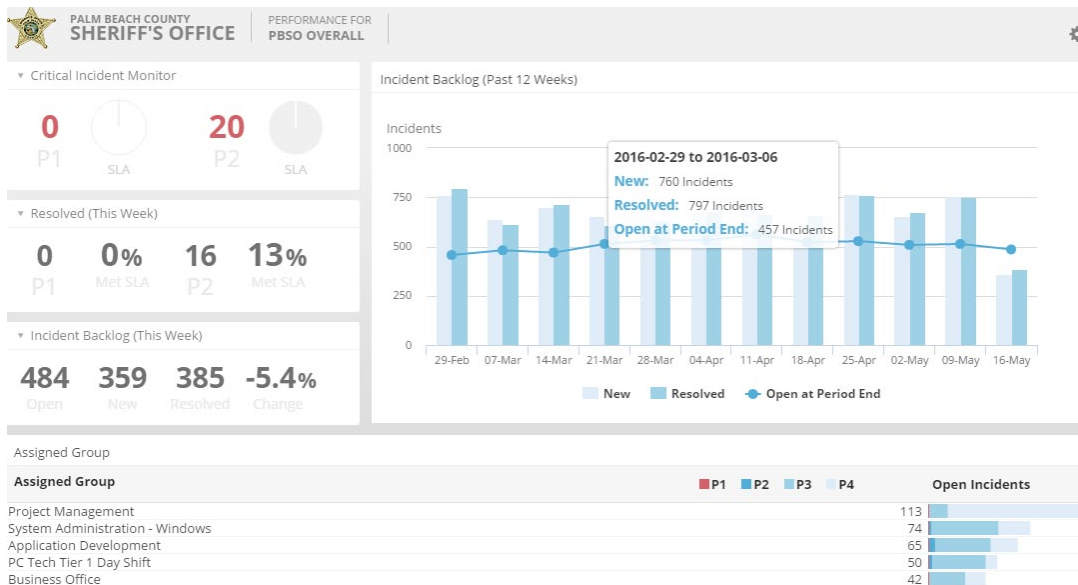
Bastian and his team were able to make significant progress quickly by implementing Vityl Dashboard CCM and ITSM modules – which include a metrics library and collection of readymade views targeted for contact centers and IT operations. This enables users to quickly get metrics feedback, assess priorities, and take action. For example, looking at both Contact Center Metrics (CCMs) and IT metrics, Bastian can contextualize individual service spikes with the performance of specific operations areas. Below are direct captures from some of the individual views available to the PBSO.

CCM Contact Center Status View



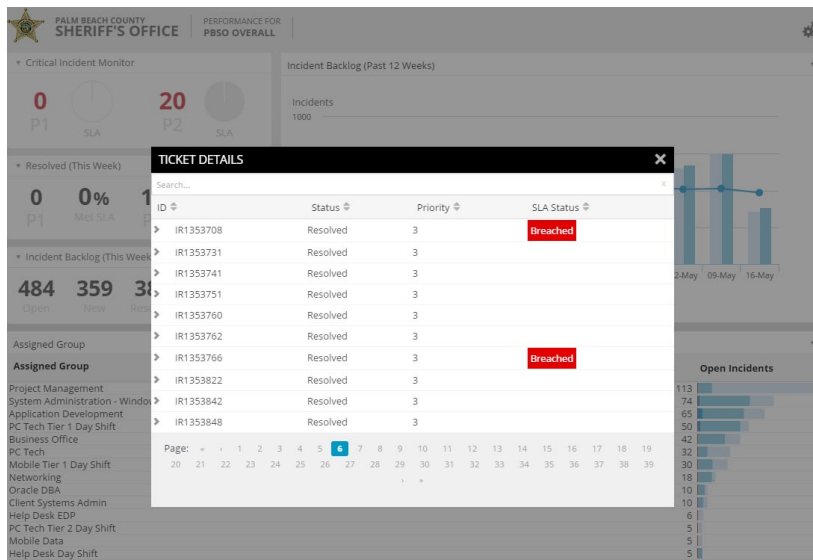
This view provides real-time data from the PBSO contact center's automated call distributor (ACD). This dashboard is configurable, and allows users to see call volumes and calls currently in queue, among other metrics, while providing daily running tallies for a variety of metrics. Daily totals are displayed in bold at the top of the view.

IT Metrics Performance View



This view provides insight into how the Sheriff's Office is managing their incident workload. Summaries of high-priority incidents can be found in the top left, which include how their impact on IT performance will affect SLAs. In the same corner is a 12-week incident

backlog. Displayed at the bottom is the breakdown of incidence priorities with regard to their assigned working groups. Each of these metrics can be “clicked on” to reveal a list of individual incident tickets, their priority, and resolution outcome:



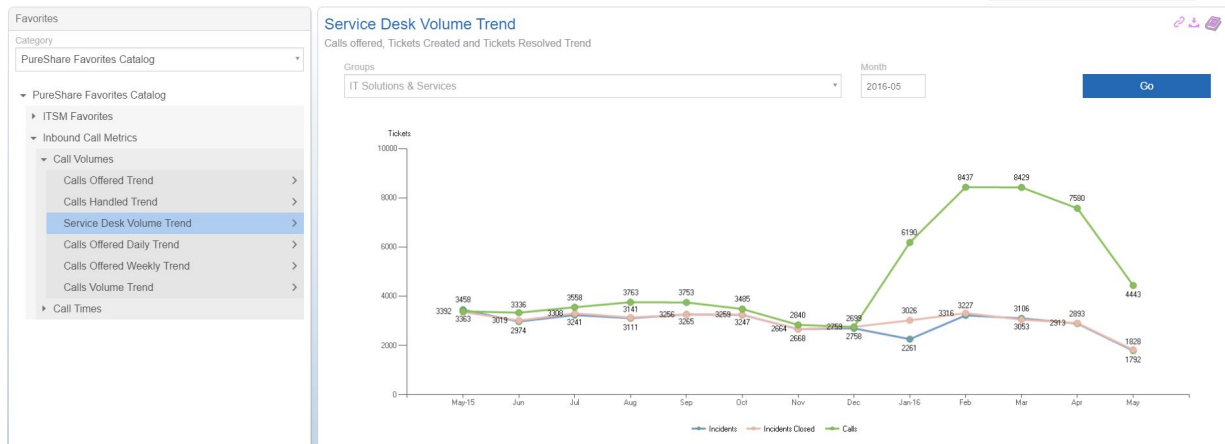
CCM Performance View



The Performance view builds on the Contact Center Status dashboard by combining PBSO call volume performance into a simple historical view. Users can view call metrics over a selected period of time and add strategic insights, providing needed context for service spikes and aberrations in performance.

Favorites Catalog

Favorites Catalog



The FavCatalog dashboard provides a list of important charts and metrics that combine many different areas of both IT and the PBSO contact center into one view. For each configurable favorite, users can select a relevant time period and drill down from general PBSO metrics to specific working groups within the organization.

Empower and Engage

Bastian says that without Vityl Dashboard, he'd still be wondering how many tickets the contact center was generating. The collection, analysis and visualization of the immense amounts of data that PBSO's help desk generates would simply not have been possible. Beyond providing metrics, however, TeamQuest was able to take a labor-intensive and largely inaccurate reporting system and automate it, saving significant time while allowing the team to focus on more important proactive improvement projects. This allows Bastian and his team instant access to insights which has engaged and empowered them to ultimately be more effective and fulfilled in their roles.

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