Presence Widgets

Introduction

Using real-time monitoring and statistical reports in the Contact Center ensures that customer service is always above expectations. It also ensures that agents are working to improve customer interactions and satisfaction. Utilizing real-time monitoring shows where customer experience level currently stands. Supervisors can also determine where the contact center needs to go, what productivity level is achieving and how it can be improved.

But, maintaining excellence within a Contact Center usually requires educating the entire team on how to analyze and act on the most appropriate metrics and empowering them with the right tools to do so. For that reason is so critical empowering supervisors with dashboards that displays the most appropriate metrics values for ensuring they will achieve the expectations.

A frequent, detailed and effective performance monitoring and supervision of the Contact Center is a must for business decision making and process evaluation. It is a crucial piece to comply with Contact Center management best practices, especially in an extreme dynamic environment as we are immerse on today's world. Implementation of these practices requires use of flexible tools and dynamic products that helps to ensure that the Contact Center would achieve excellence on-time, thus benefiting the overall business.

Presence Widgets is a new and innovative product that allows create customizable visual graphics very easy using Contact Centre performance metrics. Presence Widgets offers a visual statistics dashboard in standard Web format (HTML5). It can be configured with a very simple scripting language based on SQL. This language allows Contact Centre managers to easily define the type of information they want to show graphically a complete report or presentation with relevant KPIs.

In this way, metrics that are going to be displayed on the supervisors' dashboard will help them make strategic decisions based on comprehensive real-time data. As a result, will help agents to improve service quality as well as increase overall productivity.

Product description

Presence Widgets is the Presence Suite functional module that allows generating customizable views of Contact Center performance and productivity metrics, both in real time as well as historical, through a really simple configuration.

Presence Widgets server is the product core and consists of three main components:

1. - Graphical rendering engine of visual statistical panels (or Widgets): This component interprets the panel configuration based on the declarative file defined by a simple markup language (XML).

This file defines the source or data type to be displayed, the time interval that covers the data to be displayed, the visual model type to be used and some other additional configuration aspects such as the panel refresh rate, etc. Once interpreted, it is in charge of generating the visual panel in standard Web format (HTML5).

2. - Web publishing server: This component is responsible for publishing via Web (generating an access URL for each enabled Widget) the visual panels generated by the render component.

Additionally, it generates access tokens so that external applications or devices can safely invoke and integrate statistical Widgets.

3. - Widgets administration and creation portal: The administration portal allows managing the system, as well as to create and organize the Widget definition files that will be published by the application server and made accessible to external systems.

In addition, it allows defining for each Widgets group which Presence logical user should be used to generate it, what depending on the permissions assigned to this user determines the access degree to certain metrics (example: limited group of services, interactions channels or agents).
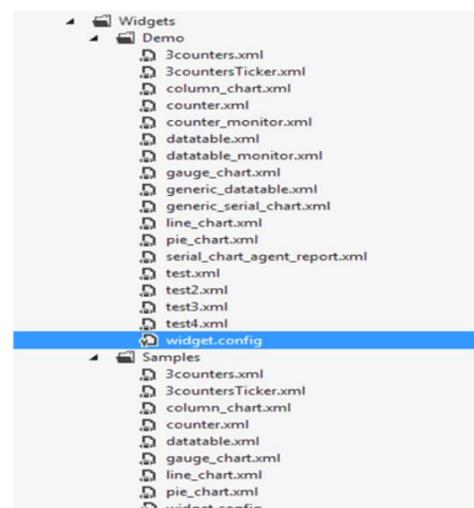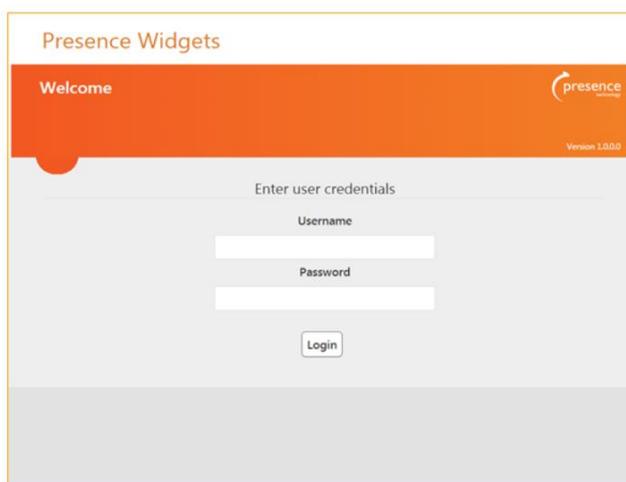
The visual integration of the statistical generated by Presence Widgets module into system or external applications is really simple. Because the module itself handles both the data connection and the statistical panel visual layer generation the only requirement to consider is to invoke the URL in which the panel is published with a security token within a browser or HTML5 compatible frame Web.

Using the HTML5 standard allow being viewed from anywhere on virtually any device, fixed or mobile, without operating system dependencies, neither of browser, specific applications or plug-ins.

Following a screenshot showing a dashboard on a windows based web-browser and also on an Android phone.
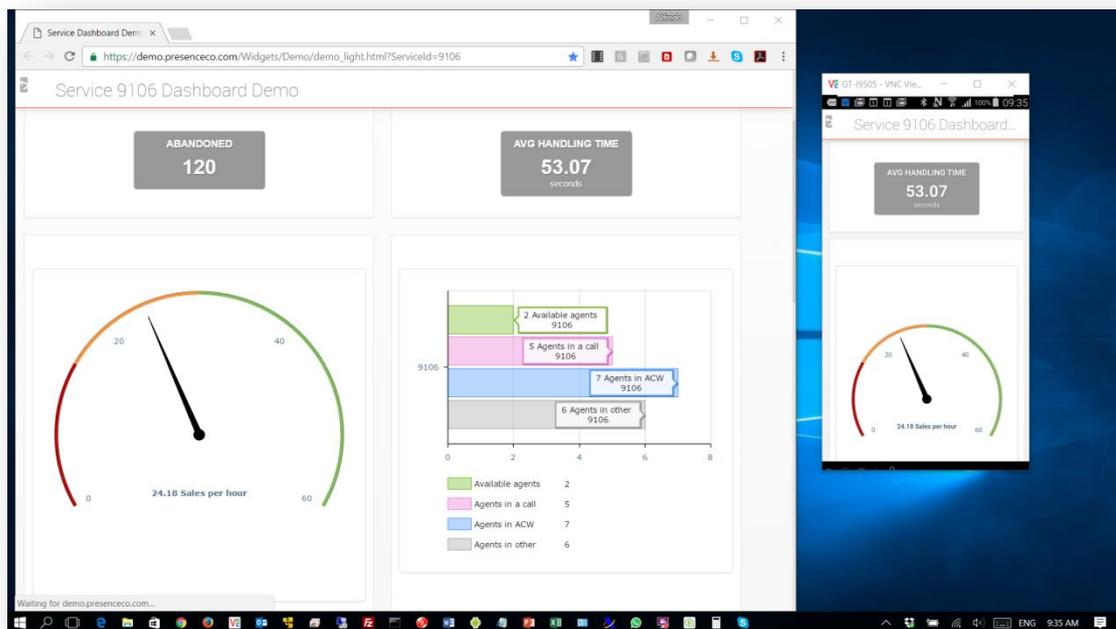
For greater flexibility, it is even possible to define input parameters as arguments in the URL invocation such as the service, agent group or data time interval that will be displayed by the statistical panel.

In this way, Presence Widgets is a very useful module allowing an immediate integration with systems such as:

- Wallboards design solutions to be visualized on Contact Center room screens.
- Dashboards / Business Intelligence solutions for executive profiles and contact center analysts
- CRM system management panels with the ability to include external Web dashboards to centralize the critical customer service operation in a single point (Ej: Salesforce.COM, MS Dynamics, etc.)
- Presence Web Supervisor application to reinforce its value with more intuitive and executive graphics (taking advantage of opening arbitrary URLs into this application)

- Increasing Supervisors mobility making easier the Contact Center monitoring and operations control through the simple inclusion of panels and statistical performance displays in mobile devices such as smartphones and tablets

How the product works

Presence Widgets makes use of the REST Web Services Supervisor API introduced in Presence Suite 10.0 for accessing to any metrics and statistics sources. It is therefore possible to create statistical visual panels from any data available through such API.

At the visual level, Widgets are generated from visual templates that offer a modern look, attractive and intuitive (simplifying effectively metrics interpretation) according to the most actual visual HTML5 web design standards. In addition, widgets generated by Presence Widgets have been designed to be responsive.
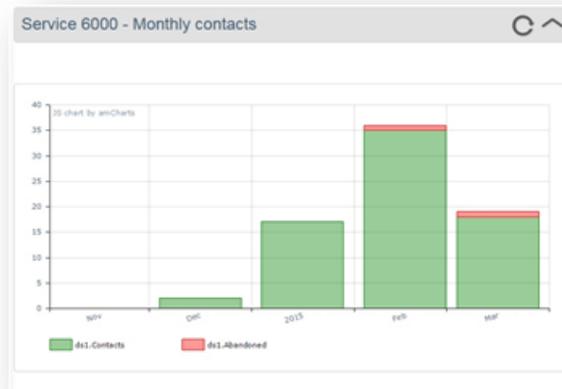
As a result we get different types of visual templates available to be easily customized, as the following examples:
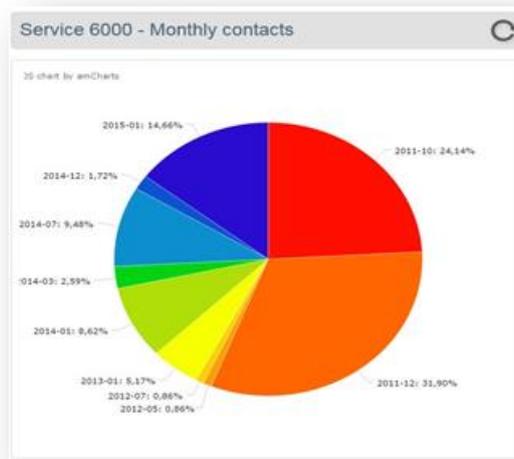
Pie Chart type
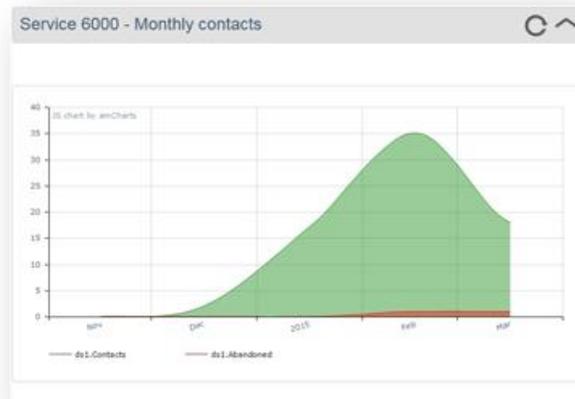
Serial Chart type

Stacked Column Chart type

Side-by-Side Column Chart type
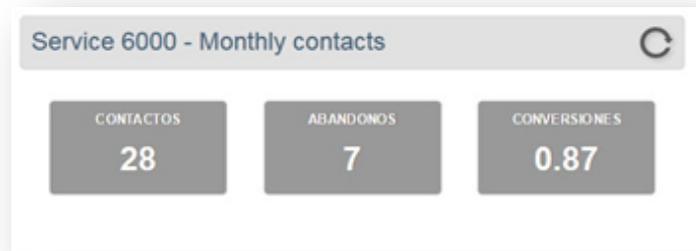
Horizontal Column Chart type

Gauge Chart type

Table Chart type

Counters type

Multiple widgets can be combined in the same area or display screen by using frames in the web page container design, being able to implement some visual effects such as carousel views, focus on a single click, etc., through common web design techniques.