

Case Study | Customer Experience



Innovative Dashboard Application for Virtual Contact Center Provider

About Client

Customer is a leading virtual contact center provider and the first US company to deploy Genesys technologies.

Technology Used

Asp.net, JavaScript, AJAX, HTML, CSS, DevExpress Controls, Genesys PSDK 8.0, SSIS

Business Benefits

- Customized Reporting Tool for the contact center owners to keep track their Agent and Queue statistics
- Improved Service Levels with enhanced agent utilization
- Clear disposition of data on a Tenant or Agent level for current and historical data in a detailed manner.

Business Challenges

Difficulty in accessing the data and to obtain insight related to the calls, agent activities and productivity of the Customer Service Center

Solution Provided

- Designed and developed an innovative Real-time Agent Command center
- In-built reporting functionality allows ease of workforce Monitoring, Queue Level Monitoring and Quality Monitoring activities

