



Innovative Dashboard Application for
Virtual Contact Center Provider

Client Profile

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

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com

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

Reach us

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