

Nextiva Unity Contact Center Reports

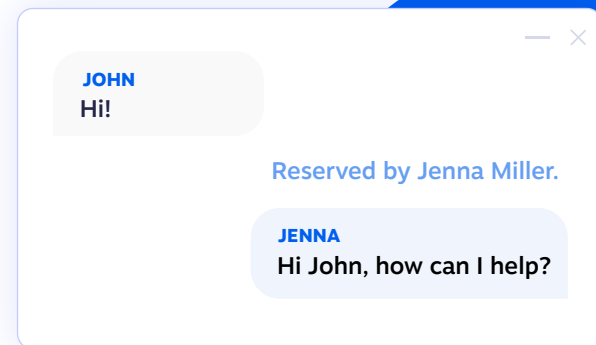
Analytics and reports for the Nextiva Unity Contact Center app featuring web chats, emails, tweets, and more.

Nextiva Unity Contact Center offers a wide variety of reports and statistics that provide in-depth information to help supervisors understand the behavior of the contact center.

Quickly and easily see how agents are reacting to customer demand and make changes to enhance the performance of the overall contact center.

Agents reporting

Report on all agent metrics by media stream and see which agents perform best on which media.



Media steam reporting

Headline statistics on how many incoming conversations were received, answered, and abandoned.

Conversation tracking

Map a customer journey around the contact center, see the customer's details, who they were transferred to, and their feedback.

Running reports and performance summary

Nextiva - Callback	▼
Nextiva - Chat	▼
Nextiva - Sales Calls	▼

Statistics by media stream

SAMPLE PERIOD	RECEIVED	ANSWERED	%	MISSED
Nextiva - Callback				
02/20/20 - 02/23/20	10	10	100%	0
Nextiva - Chat				
02/20/20 - 02/23/20	200	190	95%	10

Manage contact center resources for optimum customer service

Contact Center - Agent Activity	▼
Contact Center - Queue	
Contact Center - Agent Activity	
Contact Center - Conversation Detail	
Contact Center - Performance	

Easily access contact center reports

Conversation summary

Steve Applegate	02/02/20 09:03	01:13	🔊
Donna Hartner	02/02/20 10:20	06:34	🔊
Danielle Grow	02/02/20 10:34	00:53	🔊
Mel Cornyard	02/02/20 10:55	02:58	🔊
Ellen Smith	02/02/20 12:32	01:44	🔊

Drill into conversations

02/02/20 14:03	Conversation rejected by Steve Mill
02/02/20 14:04	Conversation reserved by Jenna Smith
02/02/20 14:22	Conversation closed by Jenna Smith
02/03/20 10:55	Conversation reserved by Jenna Smith
02/03/20 11:43	Conversation closed by Jenna Smith

Map entire conversation flow

Agent activity by media stream

Start Date

Start Hour

End Date

End Hour

Filter

Filter date and time

CALLBACK	AVERAGE ANSWER TIME	TOTAL DURATION	AVERAGE DURATION	AVERAGE RATING
John Windranger	00:03	20:43	02:11	5.0
Scarlett Wilson	00:07	67:45	05:43	5.0
Selma Hudson	00:01	70:23	01:31	4.7
Dante Aligheri	00:04	17:43	04:43	4.6

Understand key metrics

Nextiva - Callback	▼
John Windranger	
Scarlett Wilson	
Selma Hudson	
Nextiva - Callback	▼
Dante Aligheri	

Group by agent or media stream

John Windranger	5.0	—
Scarlett Wilson	5.0	⬆️
Selma Hudson	4.7	⬇️
Dante Aligheri	4.4	⬆️
Mike Irishman	3.8	⬆️

View ratings

Conversation details and transcript

JOHN
Can you please send the price list?

JENNA
Sure, no problem.

price list.pdf

View all conversation transcripts and open all attachments

Conversation details ★★★★★

Steve Applegate (02/02/ 2020 - 09:30 AM)
Google Chrome / Windows 10
nextiva.com/solutions/small-business

Status - CLOSED
Assigned Time - (02/02/ 2020 - 07:30 AM)
Reply Time - (02/02/ 2020 - 09:30 AM)
Closed Time - (02/02/ 2020 - 09:30 AM)

Full data capture