

MANAGEMENT DASHBOARD

Monitor and manage your team effectively retaining total control with the addition of our management dashboard.

- ✓ **Remote control** – Override agent availability or login status from a single management interface.
- ✓ **Real time reporting** – powerful reporting on key metrics enables instant evaluation of your teams productivity.
- ✓ **Monitor capacity** – manage workload and improve the service offered by controlling the flow of incoming chats.

