

REAL TIME DASHBOARD

A LIVE VIEW OF YOUR HELP DESK



Get Essential KPIs in Real Time

View session count, waiting sessions, longest wait time, and a count of logged in/available technicians

See It All At Once

Access the dashboard easily from any modern browser - no license required

View Your Data Graphically

Check the pulse of your team without having to dig through or create reports

Service desk managers and their teams are under constant pressure to be more operationally efficient. Actionable data is critical to achieving this goal. They need the right information at the right time to help them effectively manage their teams, as well as report on that information to key stakeholders. The Real Time Dashboard for Remote Support is the easiest way to get a live view of your service desk.

- Gain immediate insight into urgent issues that impact load volumes
- Quickly access top level key performance indicators (KPIs) including session count, waiting sessions, longest wait time, and a count of logged in/available reps
- See which support reps or teams are overloaded and which ones have extra capacity

Graphical KPIs Include:

- **Today's CSAT – includes detail drill-down**
- **Status of Reps – list and chart view**
- **Status of Teams – see current load for each support team**

