



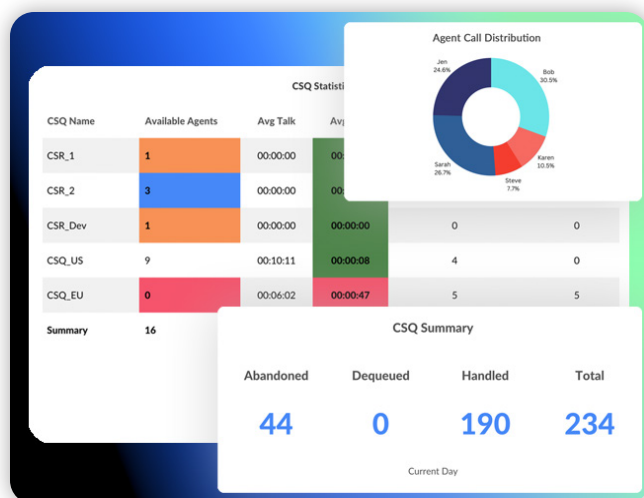
# Variphy Reporting and Analytics for Webex Contact Center

Variphy Reporting and Analytics for Webex Contact Center provides real-time insights and advanced analytics for contact center operations. With customizable dashboards, call queue analytics, and automated reporting, Variphy empowers administrators, supervisors, and agents with actionable data for improved performance and efficiency.

## Key Features:

- Manage Webex Organizations from a centralized platform.
- Monitor agents and CSQs from any web-enabled device.
- Generate customizable reports for agents and CSQs.
- View real-time agent status.
- Assign data access by role to streamline views and ensure security.
- Display wallboard alerts with configurable visual or audio thresholds.
- Access reports through a web interface.
- Customize dashboards and widgets.
- Deliver reports via chat, email, or repository.

## Customizable Agent & Queue Reports



## Visualize Real-Time Agent & Queue Statistics

