

Variphy Reporting and Analytics for Webex Contact Center

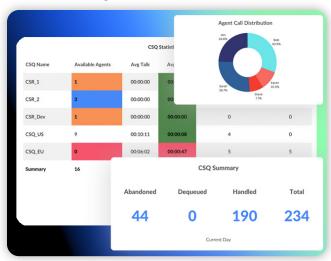
Variphy Reporting and Analytics for Webex Contact Center provides real-time insights and advanced analytics for contact center operations. With customizable dashboards, call queue analytics, and automated reporting, Variphy empowers administrators, supervisors, and agents with actionable data for improved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

Key Features:

- Manage Webex Organizations from a centralized platform.
- Monitor agents and CSQs from any webenabled 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

Avg Wait	Abandoned	Dequeud	Agent Name	Current Sta
00:00:35	3	0	Rita Green	Talking
00:00:03	0	0	Lauren Smith	Talking
00:00:10	1	1	Jarvis Landry	Ready
00:01:09	1	0	Sammy Nealy	Working
00:00:07	0	0	Ted Rutherford	Working
00:00:12	0	0	Phil Garza	Reserved
80:00:00	5	0	Matt Nady	Not Read
00:00:11	0	2	Kathrine Poole	Not Read

