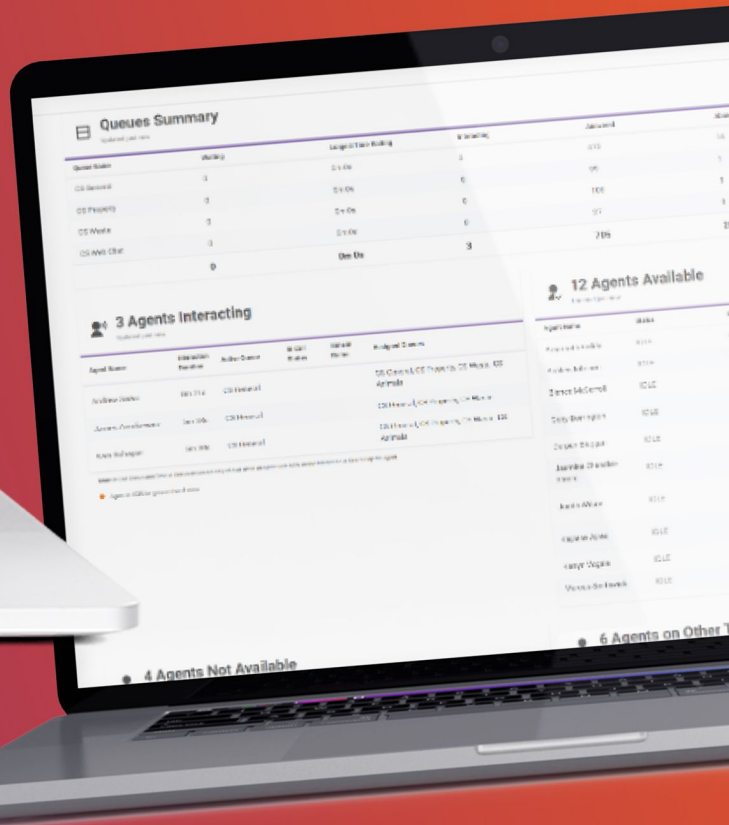


zendai





Key Features:



Real-time Data Analytics

The software allows contact centre managers to access real-time data from multiple sources, including call centre software and customer relationship management (CRM) systems. This data includes key performance indicators, such as average handle time, call volume, and customer satisfaction ratings, allowing managers to track performance in real-time and make quick decisions.



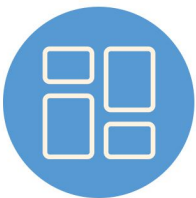
Customisable Alerts

The real-time data analytics offers ability to create custom alert that can be shown on screen, played as an audio or sent to via email. The system can also be configured to send the alerts to a preferred communication platform.



Historical Data Analytics

The software stores historical data, which can be used for long-term analysis and trend identification. This helps contact centre managers to understand past performance, identify areas of improvement, and make informed decisions for the future.



Customizable Dashboards

The software allows contact centre managers to create custom dashboards that display data in a visual manner, making it easier to understand. Dashboards can be customized according to specific needs and can be used to track key performance indicators. Users can choose from a range of chart types, including bar charts, line charts, pie charts, and more, to represent their data. The software also provides a library of pre-built templates that can be customized as needed.



Multi-source Data Integration

The software can integrate data from multiple sources, including call centre software, CRM systems, and spreadsheets. This helps contact centre managers to get a complete picture of performance and make informed decisions.



Data Suggestions

The software provides data suggestions, which are automated recommendations based on data patterns and trends. This helps contact centre managers to identify areas of improvement and act accordingly.



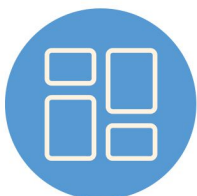
Report Generation

The software allows contact centre managers to generate reports based on the data available in the system. Reports can be customized and exported in various formats, including PDF, Excel, and CSV. The software provides a range of templates that can be used to create professional-looking reports.



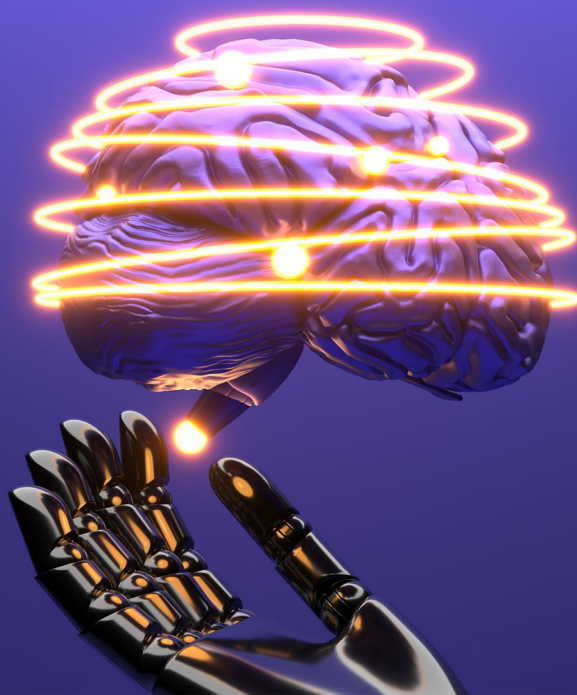
Role-based Access

The software provides role-based access, which allows administrators to assign different levels of access to different users based on their role within the organization. This helps in maintaining security and privacy of sensitive information.



Staff Optimization

The software includes a powerful module that helps contact centre managers to manage their agents more effectively. This includes features such as real-time monitoring, scheduling, and performance analysis. The module helps managers to optimize staffing levels and improve performance.



Zendai is an essential tool for contact centres that want to improve performance and make informed decisions. With real-time and historical data analytics, customizable dashboards, multi-source data integration, and data suggestions, the software helps managers to make quick decisions and take corrective actions. The addition of role-based access ensures security and privacy of sensitive information. The workforce management module helps contact centre managers to manage their agents more effectively and improve performance.

