



*ProUCX*

*LiveUCX*  
Dashboards

# Interface

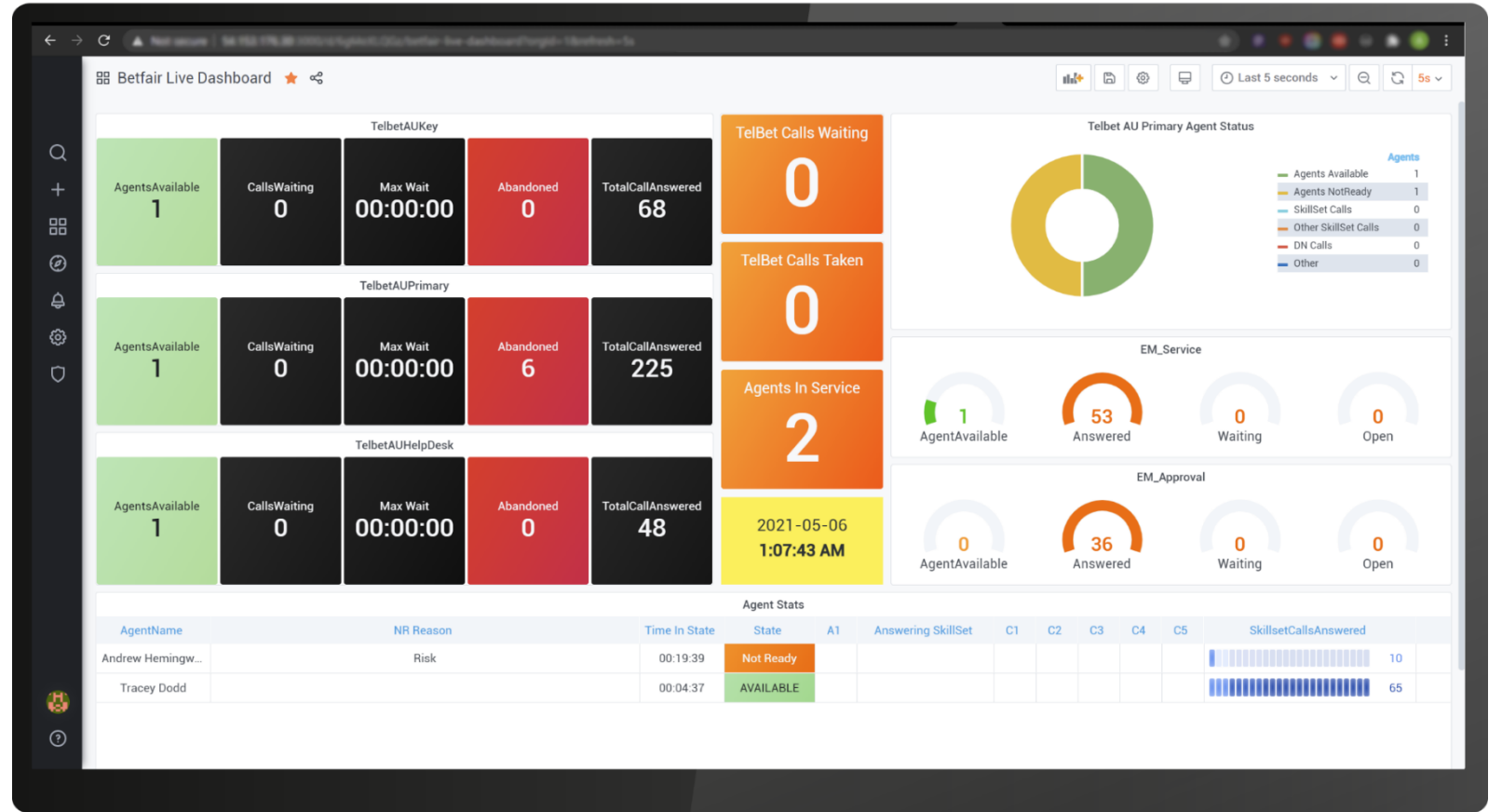
1 REAL TIME

2 CUSTOMIZABLE

3 INTUITIVE

4 ENGAGING

5 UI/UX DRIVEN



# Added Value to CXOne Realtime Reporting

LiveUCX Dashboards compliment the current functionality the dashboards offered by CXOne. Below are a few examples

## Additional Visualizations

LiveUCX allows additional controls for visualizations like Heatmaps, waterfall charts, Gauges etc.

Have a repository of more than 20 charting tools

## Integrate Historical feed from CXONE

LiveUCX allows additional historical data from CXOne for the day or an interval. Some fields are available in CXOne but LiveUCX allows for all historical feed to be captured

## Floorplan Mapping

LiveUCX allows Contact Center Managers to map the agents on a floor Map and see their live Status

## Transform & Calculate

LiveUCX Dashboards allows the user to transform the data like split, contact, lookup, merge. Up to 20 plus advanced transformations available.

## Custom Calculations

Users can perform their own calculation likes SLA on Runtime. Binary and selection operations available like min, max mean etc.

## Adding Images to Status

Custom images can easily be added for values on the status columns, e.g. Agent Availability

Agent snapshots can be added as well.

## Thresholding & Alerting

Extensive Color Thresholding for Values and allows to alert for 15 different channels including email, SMS, Teams and Slack. Can also integrate with external lights or webhooks

## Playlists On TV Or Kiosk

LiveUCX allows rotations of multiple dashboards after a customizable time (Seconds, Minutes, Hours)

## Public Dashboards

LiveUCX allows to make a particular dashboard public, so no user authentication is required for specific dashboards.

# Added Value to CXOne Realtime Reporting

LiveUCX Dashboards compliment the current functionality the dashboards offered by CXOne. Below are a few examples

## Mobile Based Reporting

LiveUCX Dashboards are web-based & built with a purpose driven responsive design. This allows for seamless viewing from any device

## External Feeds

LiveUCX allows add external feeds from CRMs, Databases and webservice. It allows the integration to the CXOne data so the users can view the whole analysis on a single page.

## Flexible Canvas

Provides a very flexible and Intuitive Canvas

## Video Feeds

The application allows video feeds into the system to make it more dynamic

## Realtime History

The system keeps the Realtime feed data to allow the user to do a historical analysis

## Multiple Data Filters

Allows multiple Data Filters on the dashboard to allow the users to group agents or skillsets

## RSS Feeds

The application allows RSS feeds into the system to represent updates news , weather & make it more dynamic

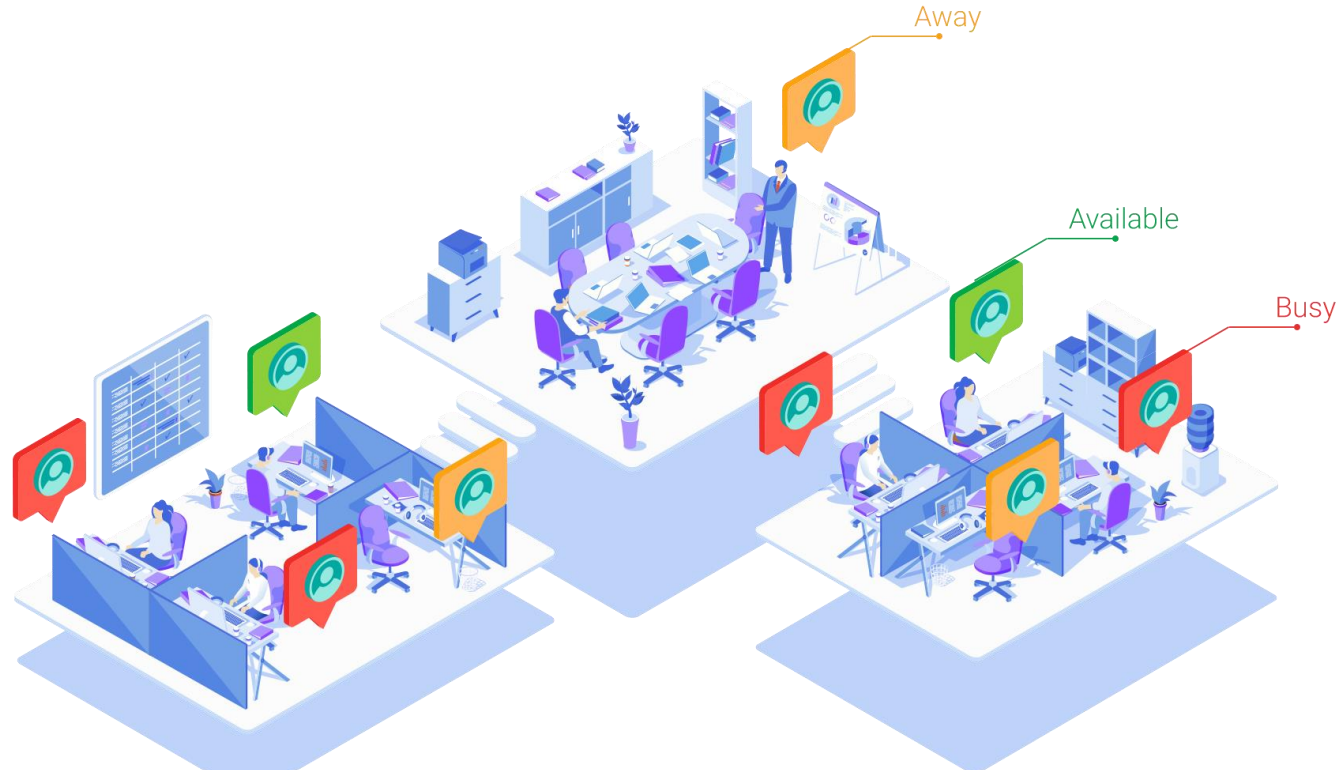
## Versioning

The System allows the versioning of the dashboards as well.

## Gamification

LiveUCX allows to sort and limit rows in a Table to allow gamification of the Stats

# Real-time Agent Information



AgentName	NR Reason	Time In State	State
Andrew Hemingw...	Risk	00:19:39	Not Ready
Tracey Dodd		00:04:37	AVAILABLE

## Floor MAP Overview

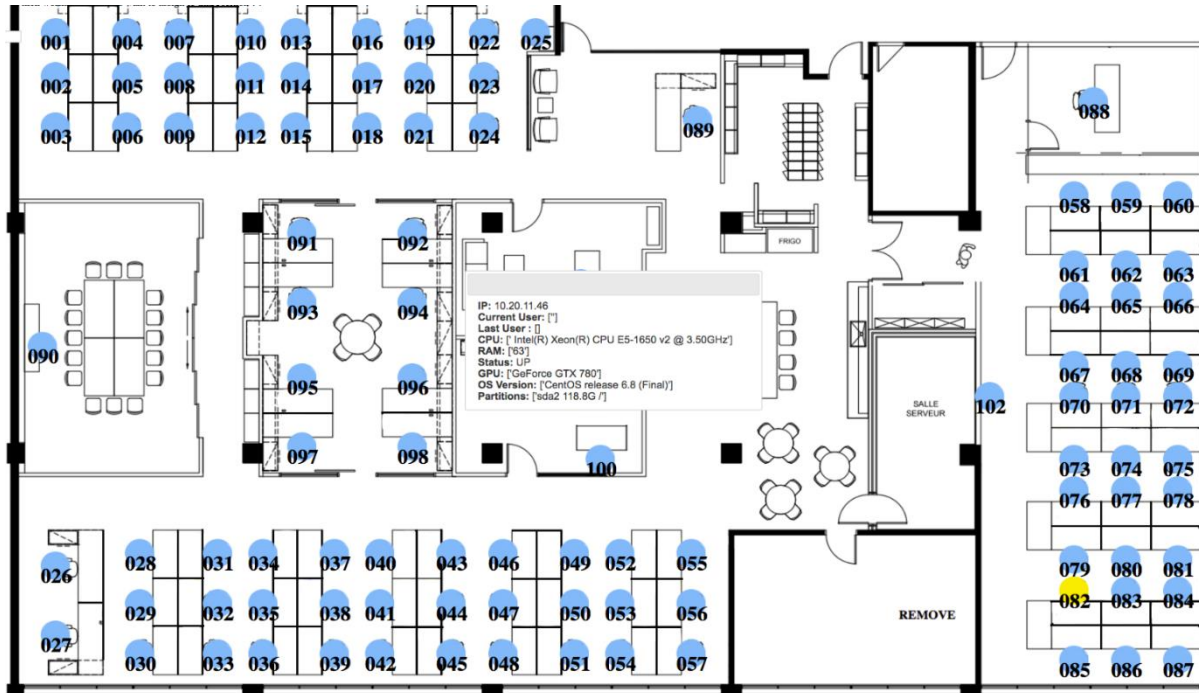
Quickly gloss over your current call center state with short easy to understand descriptors and color coding.

Include floor plans of contact centers

## Detailed Insights

Get detailed information such as time and reasons for agent states

# Real-time Agent Information



## At a glance Overview

Quickly gloss over your current call center state with short easy to understand descriptors and color coding.

Include floor plans of contact centers











## Detailed Insights

Get detailed information such as time and reasons for agent states

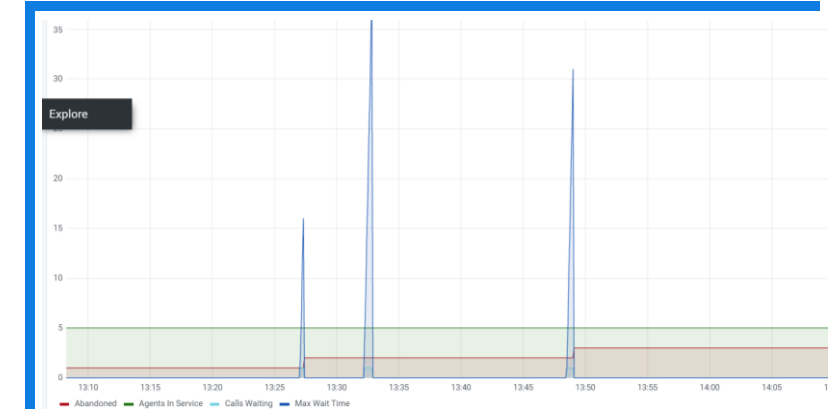
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# Extended Flexibility

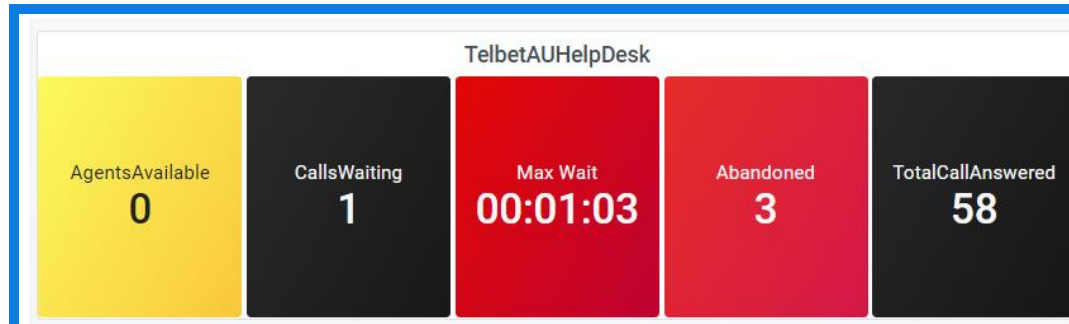
Row based layouts with extended design options

Agent Stats											
AgentName	NR Reason	Time In State	State	A1	Answering SkillSet	C1	C2	C3	SkillsetCallsAnswered	CDN	
Adam Breit		07:16:33	Not Ready						 0		
Alannah Dalton	Default	00:46:44	Not Ready						 12		
Jonah Brown		00:04:19	AVAILABLE						 53		
Malory Gearin	Escalation	03:59:01	Not Ready						 5		
Robert Atkinson		00:04:00	AVAILABLE						 50		
Shradha Basnet		00:00:07	On CALL		VC_TelbetAUPrimary				 43	AU Telbet 132238 WA	

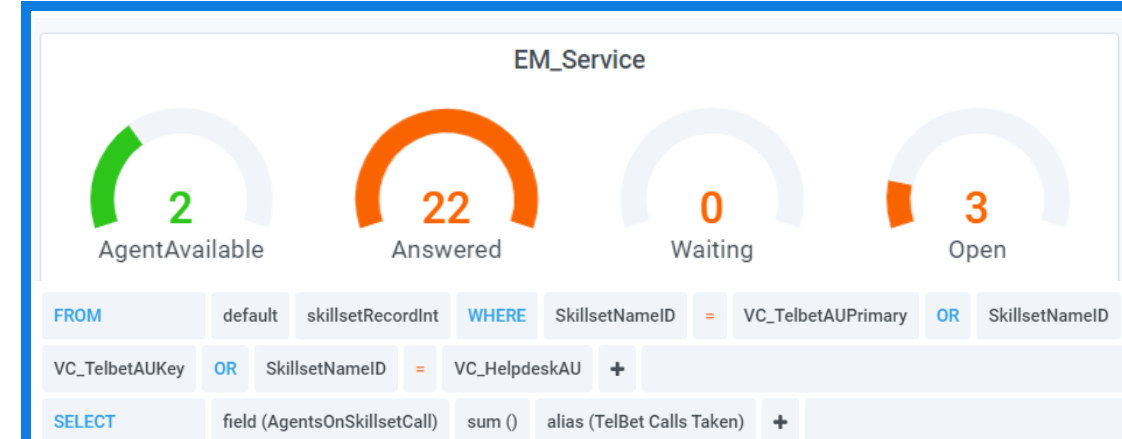
Historical & Correlation Analysis



Threshold Based Display



Summarized Data For Multiple Agents/Skillsets



# Features & Integrations

## SOLUTION FEATURES

### EXTENDED VISUALISATIONS



Use different visualizations to show:

- Metrics
- Graphs
- Pie Charts
- Gauges
- Heat Maps
- Tables
- Panels

You can also include maps, banners, pictures, YouTube videos, & weather information (current or forecast).

### UNIFIED LAYOUTS



Create layouts that do not only contain call center metrics, but also present business data from any :

- Azure Monitor
- Graphite
- InfluxDB
- Microsoft SQL Server (MSSQL)
- MySQL
- Open TSDB
- PostgreSQL
- Prometheus
- Simple JSON

### NOTIFICATIONS



Visual, Audio, SMS and Email Alerts

Users can set dynamic conditions and LiveUCX will automatically notify the recipients of each rule if the conditions are met.

This can be based on a number of conditions like duration for breaks or notifying them when their average handle time is longer than the acceptable duration.

Visual alerts (color changes, blinking), audible alerts (one-time, repetitive)

### INTERNET ACCESSIBILITY



Web Based Interface Accessible on the Internet from Anywhere No More Enablement of Unicast & Multicast rules on the Firewalls



# Mobile Layout

## FEATURES & ADVANTAGES

### ON THE GO ANALYTICS

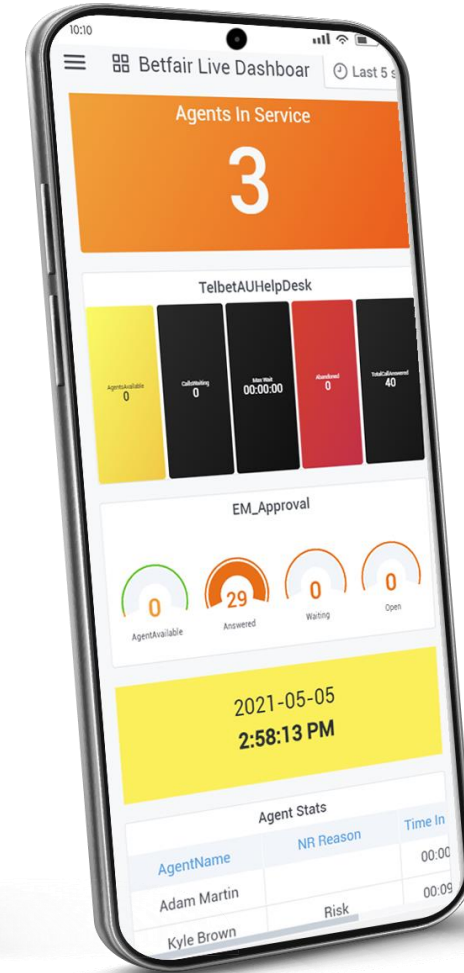
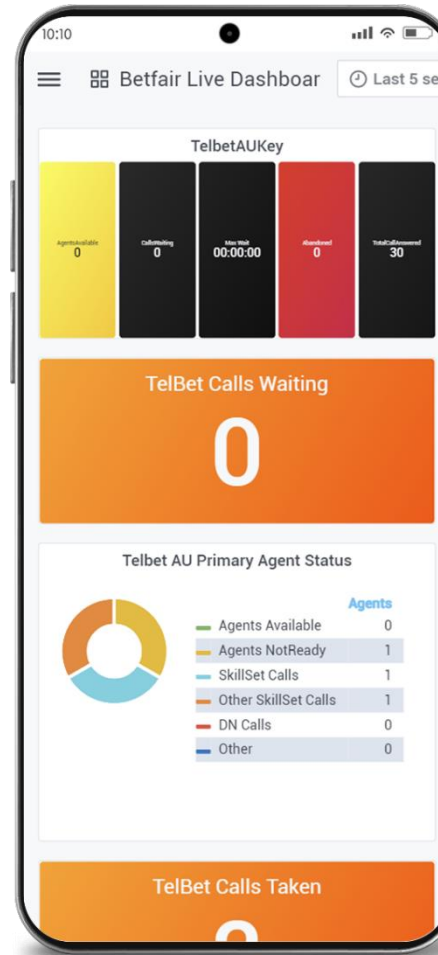
LiveUCX Dashboards are web-based & built with a purpose driven responsive design. This allows for seamless viewing from any device

### FLEXIBLE PERMISSIONS

With permissions per agent, team leaders and supervisors, helps to monitor call volumes, queue information and agent-states on demand.

### ON DEMAND REAL-TIME UPDATES

The real-time updates only happen when you need them, off-screen it generates no overhead of battery or data on your devices.



# LEAD THE COMPETITION

LiveUCX delivers you the competitive edge you need to stay ahead of the pack and offers a truly unique and customizable interface tailored to your specific needs.



Row Based Layout with  
Extended Design Options



Summarized Data For  
Multiple Agents/Skillsets



Historical & Correlation  
Analysis



Floor Plan Display



Share Dashboard to Website  
to advertise queue times



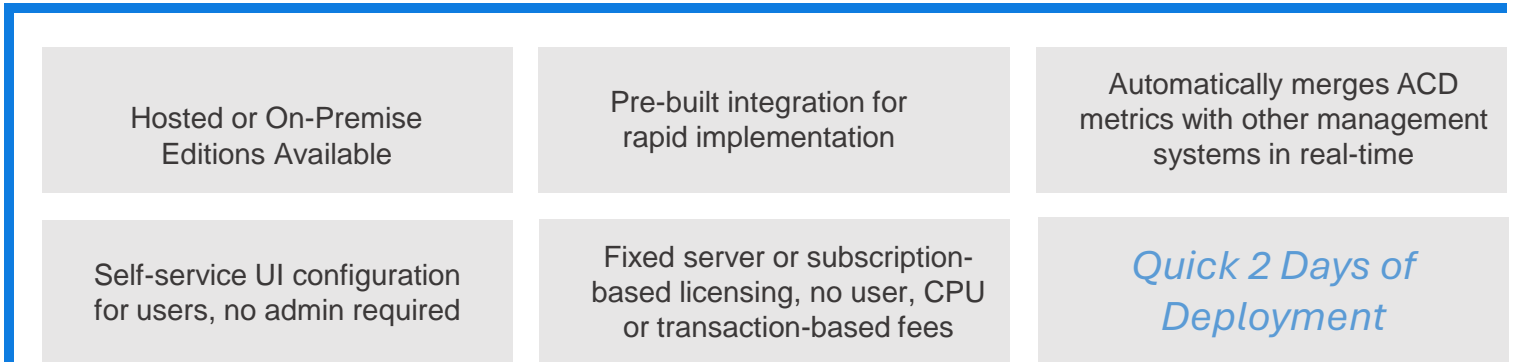
API Based Platform for  
easy data extraction

# Deployment

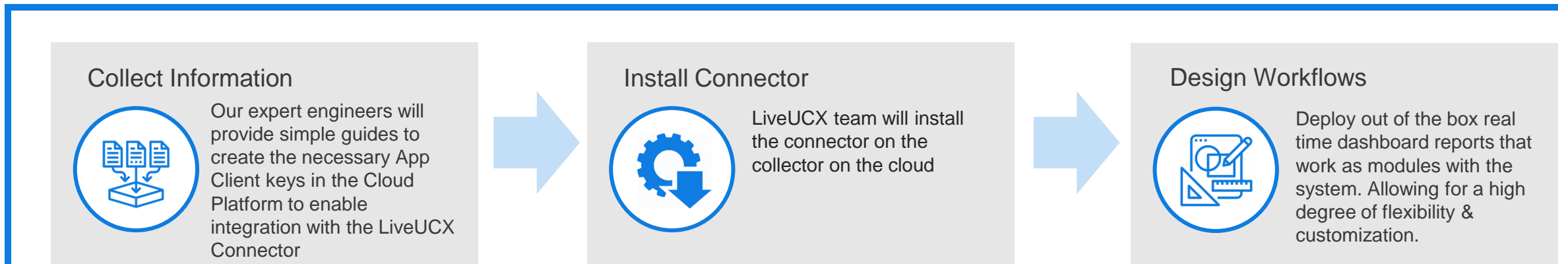
## INTEGRATIONS



## DEPLOYMENTS



## DEPLOYMENT PROCESS



## OUT OF THE BOX

Get insights into your contact center right away rather than waiting for weeks or even months for custom development. Need them customized? We've got you!

## YOU ARE AT THE WHEEL

We at LiveUCX listen and update product roadmaps based on feedback from our customers, resellers, and prospects. If we currently do not offer a feature that would help your contact center, please let us know!

# THANK YOU



## CONTACT INFORMATION



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