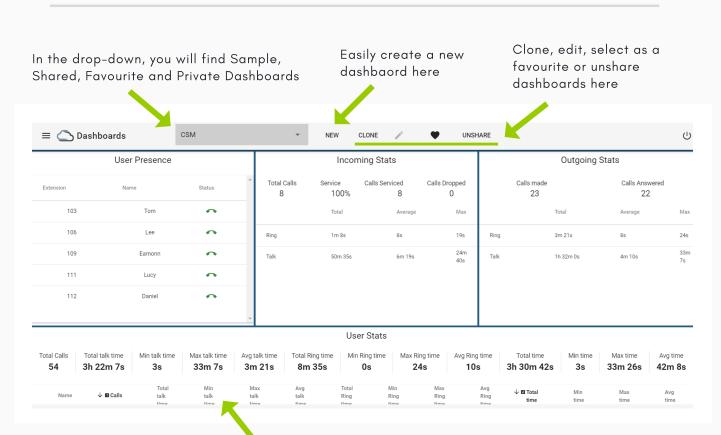


Dashboards provides managers and staff with **real-time insight** into **user availability** and **that day's inbound and outbound calls.** Data is displayed on **easily configured tiles** which can be organised as a 'dashboard' and saved for future use. Choose from user presence, incoming stats, outgoing stats, user stats and call groups stats – or view all of them.

Because Dashboards is **accessed on the online portal**, it is available to managers and staff **working out of the office**. Management have an **instant and clear view of how many calls their team is receiving** that day, how many minutes each person is talking for, whether they are currently available and more.



You can configure the dashboard however you like, simply by dragging and dropping tiles. You can also increase or reduce their size



BENEFITS

- ✓ Manage staff from anywhere. Whether you are working at home, your colleagues are, or you all are managers have an instant view of what is going on in your VTSL online portal.
- Use pre-configured dashboards simply by selecting from the drop down menu, or tailor a dashboard with the information relevant to you.
- ✓ Drag and drop tiles so that they are organised in the way you would like to see them. Save layouts for future viewing.
- ✓ Better manage your team's time by being able to see who is busy, who isn't and who is currently available. (You can log users in and out of groups to ensure calls are answered efficiently.)
- Receptionists and other users can see the presence of their colleagues, helping them to better direct calls to those that are available.
- ✓ Share / un-share your dashboards with other team members with the click of a button.
- Easily transition between Dashboards and your other applications in the portal for quick and comprehensive insights – including Analytics and Call Recordings.

Easily select a dashboard from the menu and get started in a flash



