

# DASHBOARDS

View user presence and real-time call statistics for both individual users and groups - from anywhere

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.

In the drop-down, you will find Sample, Shared, Favourite and Private Dashboards

Easily create a new dashboard here

Clone, edit, select as a favourite or unshare dashboards here

The screenshot shows a dashboard interface with a top navigation bar containing a menu icon, the word 'Dashboards', a dropdown menu currently showing 'CSM', and action buttons for 'NEW', 'CLONE', 'EDIT', 'FAVORITE', and 'UNSHARE'. Below the navigation bar are three main data tiles: 'User Presence', 'Incoming Stats', and 'Outgoing Stats'. The 'User Presence' tile lists five users with their extensions, names, and status icons. The 'Incoming Stats' tile shows call metrics like Total Calls (8), Service (100%), and Call durations. The 'Outgoing Stats' tile shows Calls made (23) and Calls Answered (22). At the bottom, there is a 'User Stats' summary row and a table with columns for various call metrics. A green arrow points to the 'Min talk time' column in the table.

Extension	Name	Status
103	Tom	
106	Lee	
109	Eamonn	
111	Lucy	
112	Daniel	

Incoming Stats		Outgoing Stats		
Total Calls	8	Calls made	23	
Service	100%	Calls Answered	22	
Calls Serviced	8			
Calls Dropped	0			
Total	Average	Max		
Ring	1m 8s	8s	19s	
Talk	50m 35s	6m 19s	24m 40s	

User Stats													
Total Calls	Total talk time	Min talk time	Max talk time	Avg talk time	Total Ring time	Min Ring time	Max Ring time	Avg Ring time	Total time	Min time	Max time	Avg time	
54	3h 22m 7s	3s	33m 7s	3m 21s	8m 35s	0s	24s	10s	3h 30m 42s	3s	33m 26s	42m 8s	
Name	↓ Calls	Total talk time	Min talk time	Max talk time	Avg talk time	Total Ring time	Min Ring time	Max Ring time	Avg Ring time	↓ Total time	Min time	Max time	Avg time

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



The screenshot shows the VTSL Dashboards interface. The 'Dashboards' menu is open, showing a list of dashboards including 'CSM', 'Help Desk', 'Provisioning', 'Private', and 'Shared'. The 'CSM' dashboard is selected. The main dashboard displays 'User Presence' and 'Incoming Stats'.

Extension	Name
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Incoming Stats			Outgoing Stats			
Service	Calls Serviced	Calls Dropped	Calls made	Calls Answered		
100%	6	0	14	14		
Total	Average	Max	Total	Average	Max	
1m 1s	10s	19s	Ring	2m 22s	10s	20s
23m 37s	3m 56s	10m 45s	Talk	1h 8m 44s	4m 54s	33m 7s

