

Dashboards

Real time insights
in your hands



4 Key Benefits

- You see key information in real-time.
- Informative and Insightful Dashboard Display
- See how multiple customer interactions/department metrics
- Forecasting



Providing you with informative and insightful information in real time connected to all of your customer interaction channels so you can see how each are performing.

You have outsourced to Waynua. Wouldn't it be great to see real-time information on your customer query types – Value of Sales, Jobs Booked In, Pending Call Outs, Breakdown of Customer Query types and much more.

Dashboards from Waynua allows us to display the key information metrics about your service wherever you are. During set up your account manager will discuss what's important for you and make it happen.

Dashboards allow you to see Performance, and forecasting gives you piece of mind and time to react and plan

- Dashboards can be tailored to your requirements.
- Available at your office or on the go via mobile or Tablet

How it works

During our customer onboarding process, our delivery team will create your master call script. This design includes a tailored reporting module that provides you with a documented report. At the same time, our designer will also integrate Dashboards with this report and produce the information in real-time, displayed on a digital dashboard you can view on your PC, phone, or tablet.

Key Features

Both Audio and Visual

Your customer interaction is recorded both in audio and video

Discuss/Replace

Library Collection

Create a Library of interactions and how they are handled by our agent. These can be sent to customers after the call and or integrated as part of our Web Chat services to promote self service

Speed up the processes

Screen recording allows us to act on all handling and address

Our Platform

include where we leave our system and join yours



Dashboards is part of our Outsourced - Customer Service, Service Desk and Technical Support Desk offering.

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