Reporting and Analytics for Webex Contact Center

Variphy Reporting and Analytics for Webex Contact Center provides real-time insights and advanced analytics for contact center operations. With customizable dashboards, role-based access, and automated reporting, Variphy empowers administrators, supervisors, and agents with actionable data for improved performance and efficiency.

Key Features

- Variphy's centralized platform allows seamless management of the Webex Organization.
- Agents and Contact Service Queues (CSQ) may be monitored on any device with supported web browsers.
- Configurable agent and CSQ reporting is provided.
- Real-time agent status visibility is available.
- Visual or audible alerts based on configurable thresholds are displayed on wallboards in contact centers.
- Web-based report access is supported.
- Dashboards and widgets are fully customizable.
- Role-based access may be assigned to administrators, supervisors, and agents.
- Reports may be delivered via chat, email, and report repository.

Customizable Agent and Queue Reports

Data Grouping

Agent Name	Agent Extension	Logged In Time	Not Ready Average for Break	Not Ready Time	Not Ready Count for Call Not Answered	Inbound Count	Inbound Handled Count	Inbound Abandoned Count
Klay Thompson	1059	13:05:37	02:58:57	09:21:25	0	24	20	4
Draymond Green	6119	09:42:54	00:57:11	08:36:11	1	0	0	0
Damian Jones	6360	11:52:40	00:37:16	08:37:10	0	0	0	0
Jordan Bell	8220	11:59:03	00:25:41	10:51:31	0	0	0	0
Stephen Curry	6332	12:00:21	00:24:35	09:58:55	0	0	0	0
Andre Iguodala	8624	13:02:32	00:23:06	10:44:32	0	0	0	0
Shaun Livingston	8324	10:32:55	00:22:44	08:35:10	0	0	0	0
Quinn Cook	8544	12:00:27	00:21:56	11:22:34	0	0	0	0
Jacob Evans	8375	11:04:38	00:19:59	10:03:37	1	2	2	0
DeMarcus Cousins	6290	09:58:29	00:19:48	07:05:07	0	2	2	0
Kevin Durant	8903	10:47:22	00:19:44	08:09:10	0	2	2	0
Kevon Looney	3542	13:59:56	00:19:27	07:27:12	5	1	1	0

Visualize Real-Time Agent and Queue Statistics

CSQ Statistic Details

CSQ Name	Available Agents	Average Talk Duration	Average Wait Duration	Calls Abandoned	Calls Dequeued
CSR_1	1	00:00:00	00:00:00	0	0
CSR_2	3	00:00:00	00:00:00	3	0
CSR_Dev	1	00:00:00	00:00:00	0	0
CSQ_US	9	00:10:11	00:00:08	4	0
CSQ_EU	0	00:06:02	00:00:47	5	5
Summary	16	00:05:12	00:00:12	12	5

Previous Week