



inView Integrations

Engage Your Agents with Real-time Performance Data

Real-Time Cloud Performance Dashboard

inContact inView is a revolutionary, optimization solution engineered by call centers for call centers. inView drives successful execution, by aggregating performance data from disparate systems, and acting on the data with proven business improvement processes. inView increases accountability and creates a culture of continuous development essential to reaching business objectives.

The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution. With real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive problem notifications to supervisors via automated alerts, foster empowerment and focus with customized employee dashboards, and reduce operating costs through maximum visibility.

Drive agent engagement by bringing all of your performance data into one location. Gamify your process through use of rewards, achievements, and challenges.

INTEGRATIONS AVAILABLE:



inContact ACD



inContact Workforce Optimization

- WFO powered by Verint
- ECHO
- Salesforce
- Custom integrations will be priced as needed

KEY BENEFITS

Real-time performance dashboards pre-integrated with inContact Workforce Optimization

Drive increased visibility by integrating all of your contact center systems into one consolidated view for performance management

Drive performance accountability with agents and supervisors through easily accessing and customizing dashboards

About inContact