KAKAPO
SYSTEMS

VISION 360

Intelligent analytics for informed decisions

VISION 360

Vision 360 is a powerful analytics platform, enabling users to accurately harness insights whilst monitoring the performance of call center operations.

> DESIGNED FOR EASE OF USE, THE INTUITIVE USER INTERFACE MEANS NO HASSLE AND LITTLE TRAINING REQUIRED.

Make every second count when it comes to the flow of call center data. Vision 360 provides users the capability to monitor, collect and collate real-time and historical data. Graphical and tabular format options then enable accurate data consultation.

Vision 360's round the clock performance metric tracking maintains full data oversight. Gain quick yet deeply insightful understandings into performance metrics. Each of which can be immediately visualised and are selectable from an extensive range covering the width of a call center.

VISION 360 INTERFACE

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> VISION 360 IS BUILT FOR GROWTH, WITH POTENTIAL FOR INFINITE SCALABILITY MADE EASIER BY SMOOTH AND SIMPLE PROVISIONING...

REAL-TIME AND HISTORICAL REPORTING

Vision 360 is complete with real-time and historical performance metrics that ensure customer service teams never miss a beat.

ADVANCED INTUITIVE UI

Bring users up to speed swiftly. Designed for ease of use, the intuitive user interface means no hassle and little training required.

AUTOMATIC SYNCING

Streamlined provisioning allows users to start harnessing insights faster. As new users, ACDs, auto attendants and more are added, automatic syncing means that each of these automatically receive the right Vision360 licensing.

FULL CALL TRACKING

Cradle to Grave Reporting allows users to see every leg of every call, inside and out by searching a CLI.

ABANDONED CALL MONITORING

Start improving abandoned call rates. Gain access to all abandoned calls that have no been subsequently answered or called back.

> VISION 360 IS DESIGNED TO SHAPE EXCEPTIONAL CUSTOMER SERVICE BY PROVIDING DETAILED, INSTANT ACCESS TO KEY CALL HANDLING METRICS.

Vision 360 is designed to shape exceptional customer service by providing detailed, instant access to key call handling metrics. With the ability to group report across a variety of channels, customer service teams can accurately cultivate winning strategies and redefine productivity.

Supervisors and team leaders can drill-in to individual metrics and track them in real-time with historical context available. Or, for a robust macro assessment, the enhanced dashboard provides all the traditional centralized overview benefits of a dashboard, within the interface of a powerful analytics platform that provides a wealth of extra detail.

Vision 360 is built for growth, with potential for infinite scalability made easier by smooth and simple provisioning that reduces training and knowledge requirements so that users can harness insights faster.

GROUPED OMNICHANNEL REPORTING

Create and disseminate reports to more than one user at a time with group reporting functionality. Reports can also be dispatched across different channels.

ENHANCED DASHBOARD

Enhanced dashboard gives users a centralized overview of key performance indicators customisable to individual requirements.

COMPLETE AGENT DATA

Understand exactly how agents spend their time. With real-time and historical agent statistics available, explore strengths support their weaknesses.

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ABOUT KAKAPO SYSTEMS

At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco© BroadSoft© platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

NEXT STEPS

To request a free trial or demo of **Vision 360**:

Visit www.kakaposystems.com

Contact tellmemore@kakaposystems.com

FIND US ON

KAKAPO
SYSTEMS

©Kakapo Systems 2023
T +44 (0)207 084 6845
E tellmemore@kakaposystems.com
W www.kakaposystems.com
International House | 24 Holborn Viaduct | London EC1A 2BN

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