Unity Dashboard

Unity Dashboard helps makes sense of busy call centre environments, providing all users with a clear, concise understanding of current queue conditions. Featuring key performance indicators such as Service Level, Agents Available and Abandoned Calls, Unity Dashboard imparts real-time business intelligence for a wide range of customer handling environments.

As a completely configurable application, Unity Dashboard can display any number of queues and statistics giving you total control. Configurable parameters, with a clean and elegant interface, allows users to quickly understand the condition of the Call Centers quickly so that they can act accordingly.
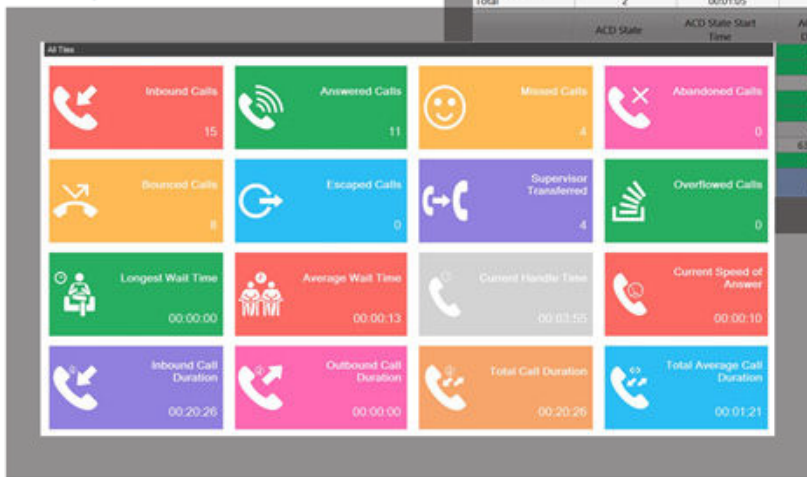
Real-Time Call Center Visualization
Unity Dashboard is an essential tool for providing real-time visibility of queue conditions across the Call Center. Suitable for Call Centers of any size, Unity Dashboard provides the flexibility to display your key call handling metrics.
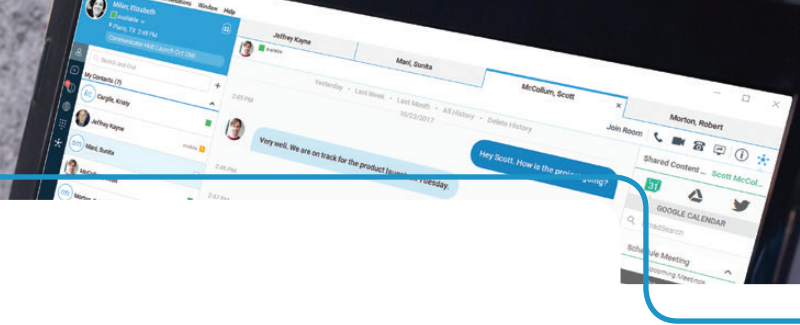

Available in Tabular and Graphical options, Unity Dashboard includes the following statistics: Calls In Queue, Longest Wait Time, Average Wait Time, Missed Calls, Received Calls and Answered Calls. All statistics can be applied to all Call Centers and Agents with the ability to set thresholds against them.

Unity Dashboard

Agent Gamification

Encourage self-management and competition among Agents with Dashboard as the leader board.

Inbound & Outbound

Combine ACD and outbound stats for customers that utilize a blended Agent workload.

Thresholds & Alerts

All statistics can be configured with colour based alerts, graphically highlighting problems for immediate attention.

Configurable Statistics

Dashboard can be configured from over 80 statistics to highlight metrics that are important to you.

Graphical Components
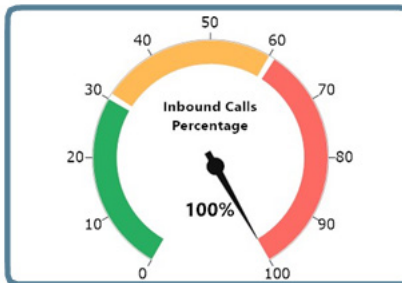
Configure and customise all graphical elements, including bar charts, pie charts, full and half gages and many more.

Key ACD Stats

See essential stats such as Calls in Queue, Longest Wait Time, Overflowed and Abandoned Calls.

Queue Statistics

Inbound Calls
Answered Calls
Calls in Queue
Longest Wait Time
Average Wait Time
Abandoned Calls
Average Abandoned Time
Missed Calls
Bounced Calls
Escaped Calls
Transferred Calls
Overflowed Calls - Wait Time
Overflowed Calls - Queue Size
Staffed Ratio
Total Call Duration
Average Call Duration
Service Level
Agents Available

Agent Statistics

Inbound Calls
Answered Calls
Bounced Calls
ACD State
ACD State Start Time
ACD State Duration
Total Call Duration
Average Call Duration
Outbound Totals Calls
Outbound Internal Calls
Outbound External Calls
Outbound Call Duration
Outbound Average Call Duration
Inbound and Outbound Total Calls
Inbound and Outbound Total Call Duration
Inbound and Outbound Average Call Duration
Transferred Calls
Idle Time

MASERGY