## **Packnet Dashboard**

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### What is Dashboard?

Dashboard is a web-based, real-time representation of your businesses inbound and outbound call statistics.

It can be used to see your business as a whole or you can create multiple dashboards based on the departments within your business



#### **Visibility**

See how your business is working in an instant.

Multi site visibility in real time.

See how teams within your business are performing.



#### Reporting

Extension level visibility and reporting.



### **Big Screen**

Optimised for 1080 screens.



#### **Colour Options per tile**

Add a splash of colour. Customise your Dashboard to fit your businesses theme.



#### **Setup in 5 minutes**

No special configuration is needed. You create your Dashboard with a click of a button.



#### Managed from Metis portal

Stay in control. We've given you the tools to add, delete and modify your Dashboards straight from your Metis account.



#### **Tracking**

Track calls by source, national, mobile, international.



#### Control

Make business decisions based on real time information.



#### **Security**

Security features include HTTPS and access restriction by IP address.



#### Dashboard per call queue

Create a Dashboard for any of your Call Queues.



# Track SLA - 'time to answer' in real time

No more sifting through reports. With SLA stats you can see how your business is meeting its targets in real time.



# Full access controls for enhanced sercurity

Peace of mind. Security is one of our top priorities, your Dashboards will only be reachable from where you want them to be.