Data visualisation from multiple sources

Change Driver

An international truck manufacturer operates three 24/7 call centres across the world. These mainly handle calls from truck drivers or fleet operators who need help in the event of a breakdown.

After a comprehensive call center project including CRM integration was successfully completed, the management still lacked a meaningful dashboard that consolidated data from all three call centres into one interface. They wanted to be able to see the number of incoming calls, active calls, and data from the case handling system – including the number of open and closed tickets.
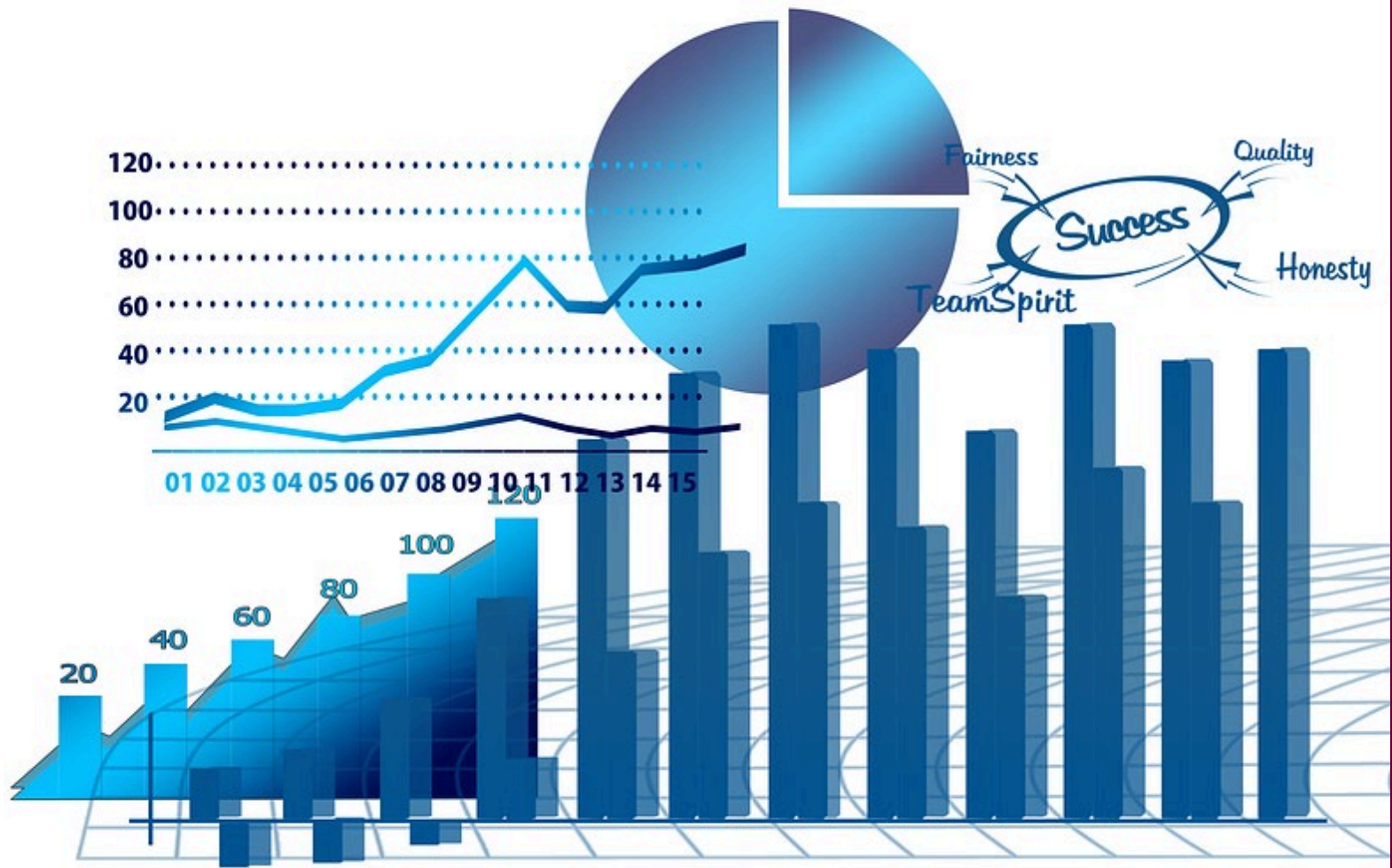
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Damovo Approach

With Damovo's Chartify solution all of the customer's requirements could be met.

With Chartify it is possible to visualise outputs from more than one data source – giving a comprehensive overview of the processes in the call centre.

The management dashboard now displays both the call centre and case handling data in one interface.

Transactions from different service groups are all displayed in one consolidated form – which was a key management requirement

All graphs and their underlying calculations in the dashboard are also updated in real time.

Customer Value

This is how the **management** benefits

The management now have real-time and completely transparent insights into the processes and services of the call centres across all international locations.

Differences in the performance of call centres can be quickly identified, capacity utilisation of the service groups can be verified, and as a result, staff deployments can be planned more effectively.

This is how the **customers** benefits

By optimising the deployment of human resources, the call centres become more accessible - which ultimately results in a much faster, more efficient customer service.

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