Bruviti Smart Insights DATASHEET

Bruviti

Service managers and team leaders need to be aware of what is happening in the business, while maintaining day-to-day operational control which allows them to quickly make tactical decisions with reliable information. Management dashboards have gained popularity with team leaders due to their visual, easy-to-understand, presentation style that helps them track key performance indicators for their contact center and technicians.

Bruviti's Smart Insights and business intelligence dashboards provide management teams essential visibility into how each Bruviti tool is contributing to overall efficiency and bottom-line performance.

FIRST-TIME COMPLETE
77%

REDUCED TRUCK ROLL
57%

CUSTOMER ASSIST USAGE
20K Monthly

USE CASE

A leading manufacturer of home appliance equipment wanted real time information on agent and technician performance with the objective to reduce service response times, improve first-time fix rates, and improve team productivity.

Challenges

With the lack of a unified dashboard, managers were unable to analyze agent and technician performance, and make improvements to service delivery systems.

Bruviti solution

Bruviti customized the Smart Insights dashboard to be able to provide in depth analysis on agreed parameters that helped them monitor operations. It helps them analyze usage trends according to appliance types and helps monitor time spent on the job. Bruviti Smart Insights also monitors the quality of their interactions with the chatbot and tracks the type of reference material that is used frequently by agents and service technicians

Features

- Time windows
- Individual KPI's per agent
- Simple data presentation
- Access per org structure

Benefits

- Track and monitor service team KPI's
- Enhanced visibility into service team performance
- Corrective actions
- Training metrics

Three primary advantages for implementing the Smart Insights dashboard :

Senior management was able to get a comprehensive view of service center performance.

Agent specific reports helped team leaders to identify training needs and areas of improvement for agents.

Service visit logs and customer feedback helped identify and make improvements to the quality of information being sent to technicians which helped them improve performance and productivity.