There are various dashboards available on the Soft-ex platform. Dashboards can be customized allowing you to rearrange and resize widgets, KPI's as well as add new widgets from a list of options.

SOFT-EX	Adoption	Call Experience	Infrastructure	Call Quality	Cost Reports	s Setup ∨	
🗐 04/10/2022 - 04/10/2022 🗸							© +
AUDIO CALL COUNT OCTOBER 2023	8	VIDEO CALL COUNT	0	SCREEN SHARING	Edit settings		:
℃ 2.70k		□ 496		🖵 850	Widget Type		
Down by 7%	+	Up by 41%	+	Up by 6%	Active Subscribers		\sim
					Select Data Source		
CALL MODALITY COUNT B DATE RANCE (01/05/2022 - 0)			$\equiv \odot \lor$	SUBSCRIBER INT DATE RANGE (04/10	All 🗌 Microsoft	t Teams 🗌 Ribbon SBC	
May 22		-	14k		Select Chart Type		
Ann 21 Ioly 22	-	10k			Pie Chart		~
Anjor 22 September 21 October 22 Distant 22			14k 12k		Chart Legend Alignment		
0 28	41 01		121 141 151		Select Interval Type		
	Audio 📕 Video 🚦	Screen Sharing 👘 Chat			By Day		~
AUDIO USACE BY DEPART DATE RANGE (04/10/2022 - 0 0			EO USACE BY DEPART I NANCE (04/10/2022 - 0				OK CLOSE
theory of the second se	24 CM	witerer	Uransigned	GA Operations	en		Microsoft Teams - Window Microsoft Teams - Unknow Microsoft Teams - Mac OS

Adoption

Widgets and KPI's display how people are using features such as audio, video and screen share.

AUDIO CALL COUNT 🔞 OCTOBER 2022	VIDEO CALL COUNT OCTOBER 2022	Ø	SCREEN SHARING CALL COUNT OCTOBER 2022	礅	MOST EXPENSIVE CA	LL 🗇
℃ 2.70k	D 496		🖵 850		♥ €0.71	
Down by 7% 🗸 🦊	Up by 41%	1	Up by 6%	+	Down by 16%	+

Call Experience

Focuses on inbound call handling. These contain high level visuals of your data for inbound calls like Call journey and response times.

JUNE 2022	(Q)	RESPONSE (ANS) JUNE 2022	9	RESPONSE % (ANS) JUNE 2022	\$	AVG. INCOMING RINGTIME (ANS) JUNE 2022	(Q)
6 293		& 838		6 73%		00:00:06	
Down by 21%	+	Down by 12%	+	Down by 3%	÷	Down by 40%	¥

R

Infrastructure

This dashboard focuses on utilisation around inbound, placed and failed calls as well as reasons for the failed calls.



Call Quality

This focuses on the quality of a call experienced by a user whether audio, video or screen sharing. You can customise the widget to display different date/time intervals. Data will reflect in all widgets and KPIs as per the chosen period.

BAD CALL QUALITY % OCTOBER 2022	۲	SUBSCRIBERS WITH 10% BAD QUALITY	BAD VIDEO CALL QUALITY OCTOBER 2022	Y % 🛞	SUBSCRIBERS WITH 10% BAD Q OCTOBER 2022	UALITY (8)
% 11%		% 36%	□ 0.22%		36%	
Up by 22%	+	Up by 29%	Up by 120%	1	Up by 29%	1

Cost

This dashboard focuses on call cost. The system will tariff calls based on the tariff scheme that have been applied to placed calls. This will consider bundle logic and cost will be applied by defined intervals.

EXTERNAL COST OCTOBER 2022	0	TOP SUBSCRIBER COST OCTOBER 2022	礅	MOST EXPENSIVE CALL 🕸 OCTOBER 2022	WEEKEND COST OCTOBER 2022	\$
€ €5.50		Frans Abma f.abma@soft-ex.net		♥ €0.71	℃ €0	
Down by 17%	ŧ	Up by 49%	+	Down by 16%	No Change	•

Learn more

Discover more at the <u>BT Support Centre ></u>

