Dashboard features and functions

BT

PowerSuite

Monitor, analyse, and manage multiple collaboration and communications platforms.

PowerSuite solution categories

PowerSuite management and reporting suite delivers multi-faceted capabilities and integrated functionality in the six key areas critical to collaboration and communication platform success:

- Workflow automation.
- Platform administration.
- Reporting and analytics.
- Monitoring.
- User experience.
- Policy management.
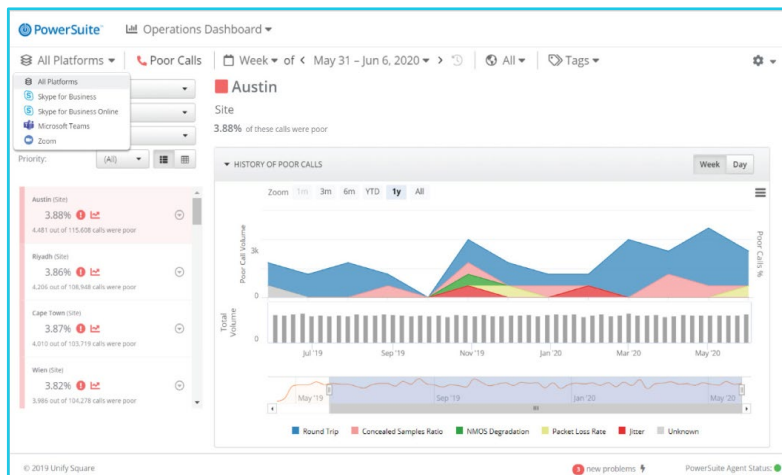
Helpdesk

Gain a simultaneous, panoramic view of all collaboration and communication platforms. Reduce troubleshooting time and improve end-user satisfaction by monitoring multiple platforms and providing actionable and prescriptive guidance regarding a wide range of usage and adoption issues.

Benchmarking

Assists in deployment metrics by identifying actions necessary for growth and network assessment through measurements in areas of calls, user satisfaction, and more.

Usage and adoption

Provides detailed analytics regarding platform usage by both groups and individuals. Track migration efforts, analyses adoption interventions, and pinpoint struggling departments.

Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

Policy management

Monitor and control guest access to ensure that only the right users are accessing teams, channels, data, and only doing so for the right period of time.

Tracking

Track detailed real-time view of call issues and optimise your digital workplace.

Problem and insights

Creates a centralised hub to view a prioritised list of technical and system-related problems requiring attention, along with a clear way to track progress towards resolution.
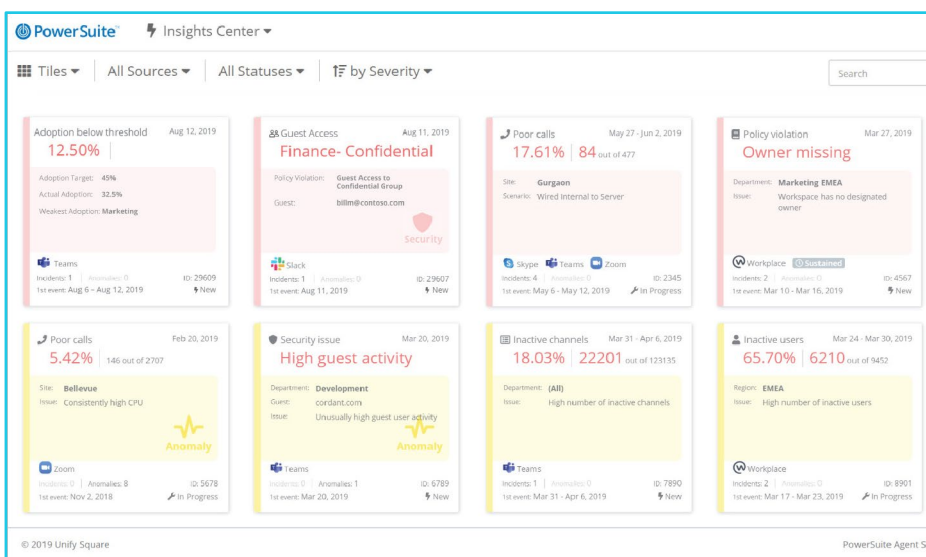
Learn more

- [PowerSuite Operations Dashboard >](#)
- [PowerSuite Teams Analytics Features >](#)

Discover more at the [BT Support Centre >](#)