

Automatic Tracking of Case Work



Works with Service Cloud Console



No User or IT Overhead

Data Driven, Actionable Insights to Improve Support Operations

Customer Service teams must continually improve agent productivity and increase the effectiveness of customer interactions. Having accurate data that can provide actionable insights to improve support operations is a crucial step in this process.

- What activities take up lot of time?
- What are my knowledge gaps to improve productivity?
- What are my training gaps to improve skills?
- Where can the process be refined?
- What other information access will improve effectiveness?

BENEFITS

Automatic, accurate tracking to identify bottlenecks and gaps in workflows

Precise metrics and insight for focused performance improvement

Easy to use weekly timesheet reports for approvals

“

Brillio is the place to go for Time Tracking solutions in a call center!”

300+ SUPPORT AGENTS

”

HOW ARE WE DIFFERENT?

- No User overhead - works with your normal workflow
- Native application and support for Service Cloud Console
- No IT overhead - install in minutes

OUR CLIENTS

View Demo



Accurate Handle Time Metrics to Improve Support Operations

Data Driven Analytics

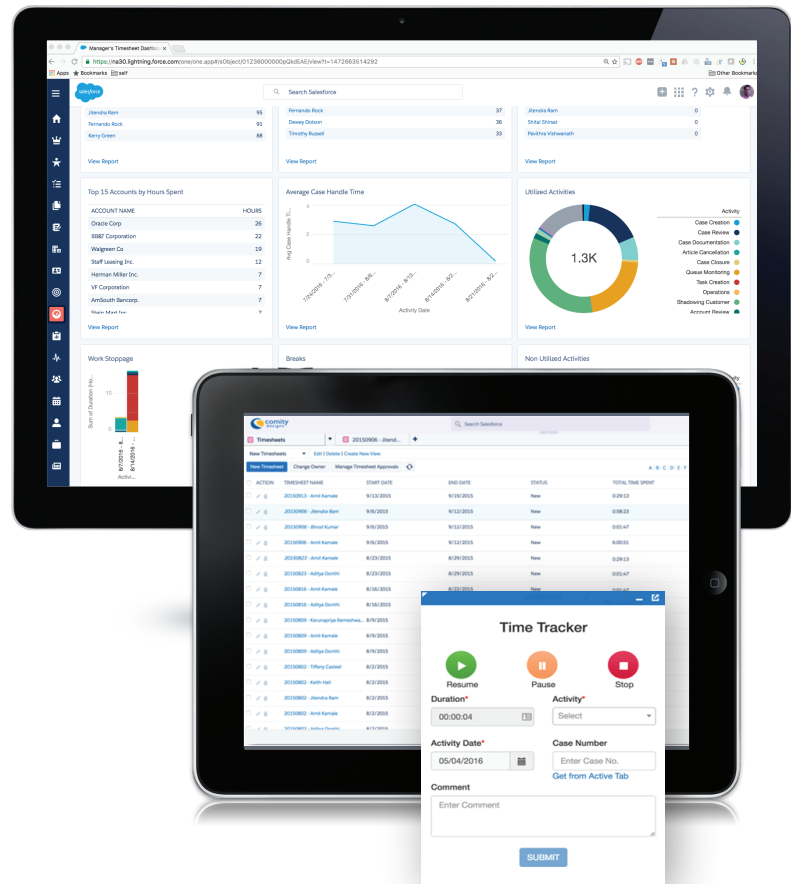
- Automatic, granular, accurate time slices such as case creation, research, documentation, by product, severity and region.
- Trend & benchmark performance
- Optimization of workflows identified by inactivity gaps or excess time spend

Advanced Service Cloud Support & Integration

- Easy manual tracking of admin work on Service Cloud Console
- Tracks Live Agent Chat
- Tracks custom objects and Visualforce pages
- Integrates with phone call logs

Comprehensive Visibility and Change Management

- Organizes all agents' time records in weekly timesheets for managers to review and approve
- Provides managers with visibility into resource utilization, billing and company workloads
- Increases employee punctuality and buy-in through real-time visibility and accuracy



KEY FEATURES



Automatic Tracking on Case Work



Manual Tracking for Admin Work



Works with Service Cloud Console



Timesheet Review, Submission and Approval Process



Case Handle Time Analytics and Dashboards



Configurable Classification of Activities