CI: Monitored Contacts Dashboard

Feature Summary

The Monitored Contacts by Month dashboard provides users with various metrics allowing them to see how many contacts are monitored for Customer Intelligence and the impact that customer intelligence has on their business. It presents cost-and-count related data that transparently reflects CI usage. Users can identify which alerts are benefiting the company the most and how users are leveraging CI alerts to affect production.

Monitored Contacts Dashboard

This number reflects the total customer intelligence alerts for the previous month.

This graph displays the number of contacts with alerts by month.

The Distinct Contacts bar chart excludes duplicate contacts (if two agents have the same contact, these numbers reflect the contact once.

This chart displays each of the alerts your organization uses with the total number of insights created.

This table shows alert data by user, including funding information.