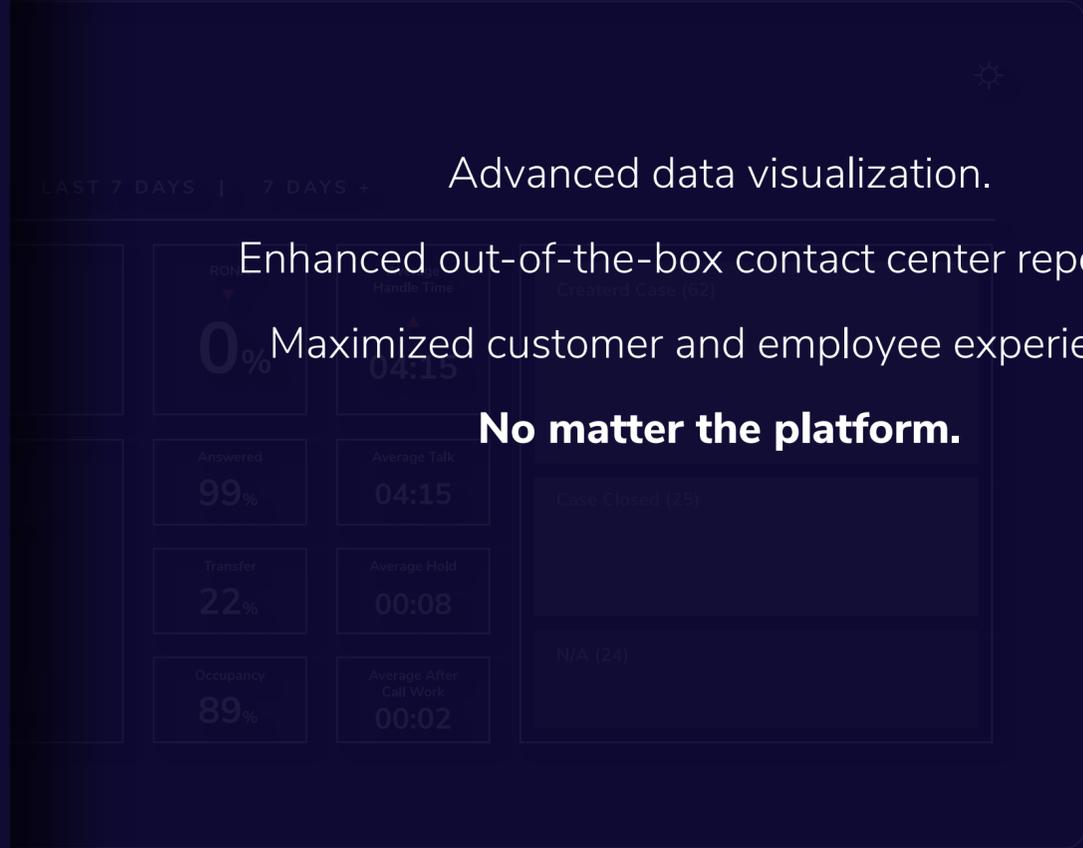




VUE PRODUCT SHEET



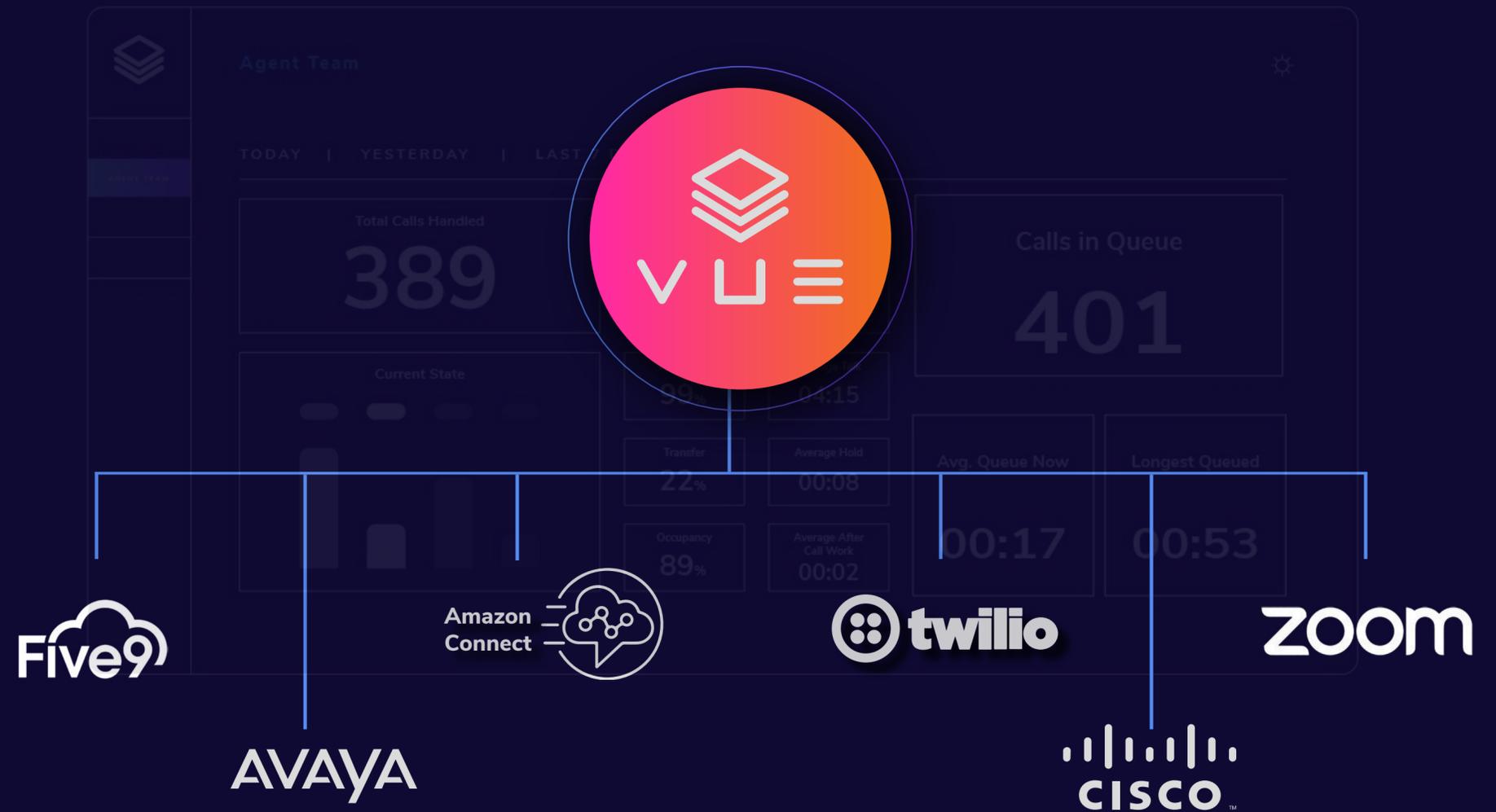


INTEGRATIONS

Aceyus VUE allows flexibility in your data-integration options. Choose an integration when you opt into VUE from our partners:

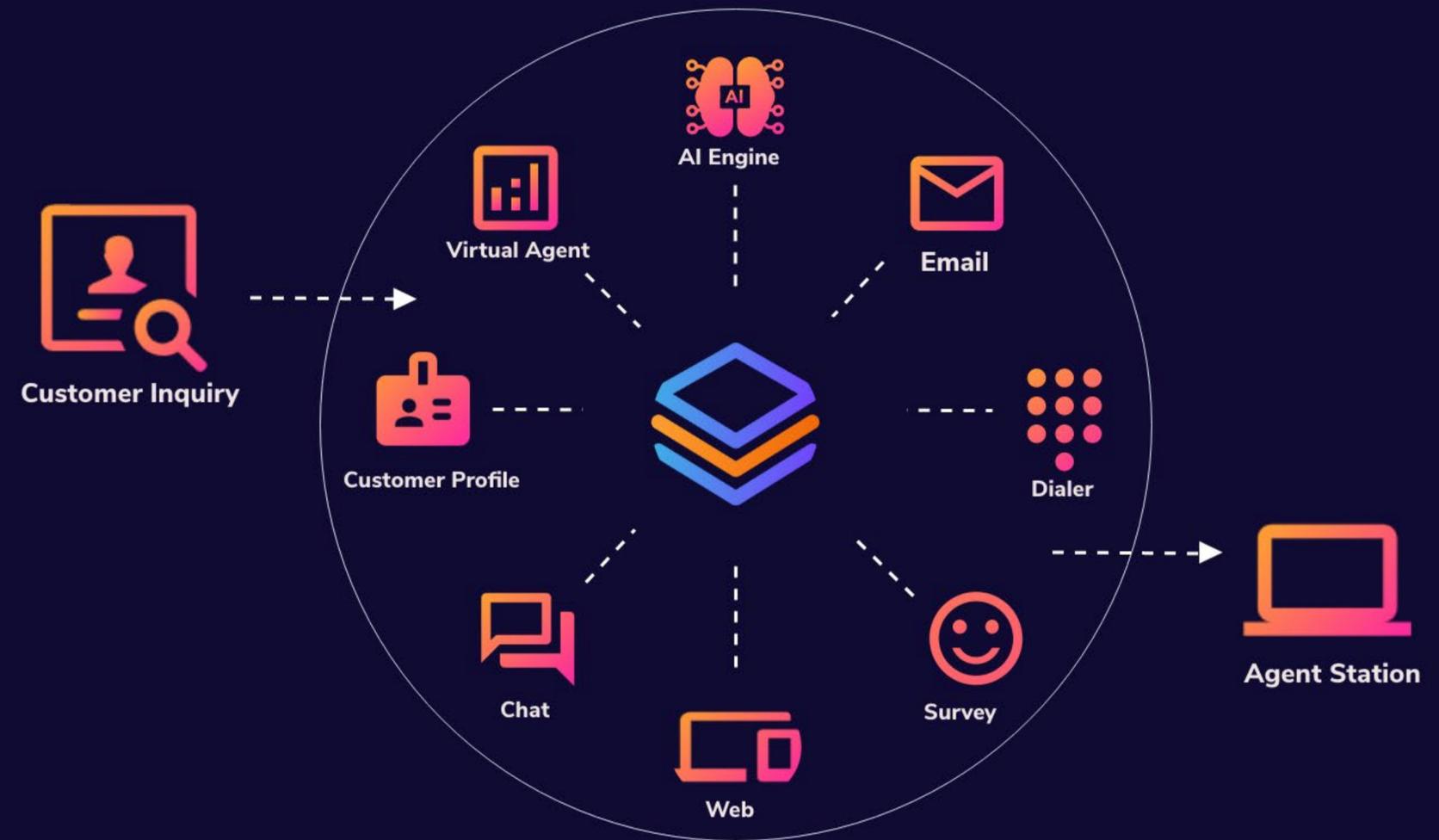
- Five9
- Avaya (Aura® and OneCloud)
- Amazon Connect
- Twilio Flex
- Cisco (WCCE, UCCE and UCCX)
- Zoom

Aceyus VUE aggregates, normalizes, integrates, and displays data from disparate sources including AI, CRM, QA, digital channels, chatbots, social media—virtually any available data source.



CONNECTIONS

Aceyus Connections links customer data from a host of contact center sources and other technologies to deliver a true omnichannel encounter that visualizes an end-to-end, 360-degree customer journey.

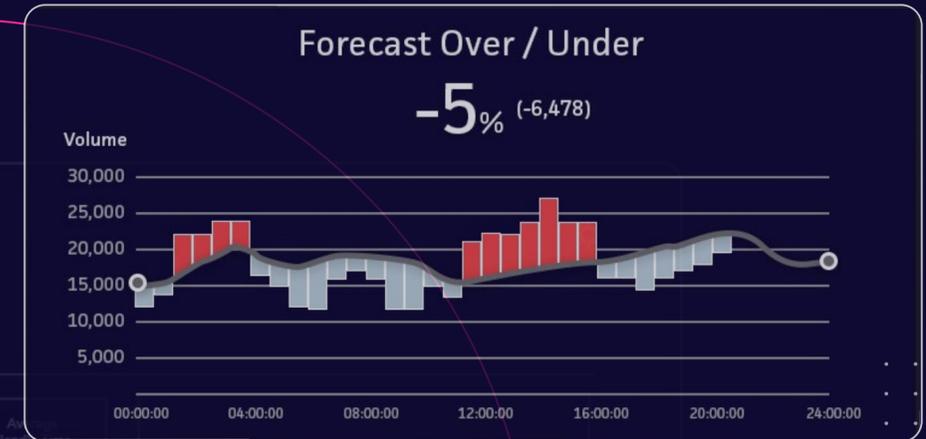
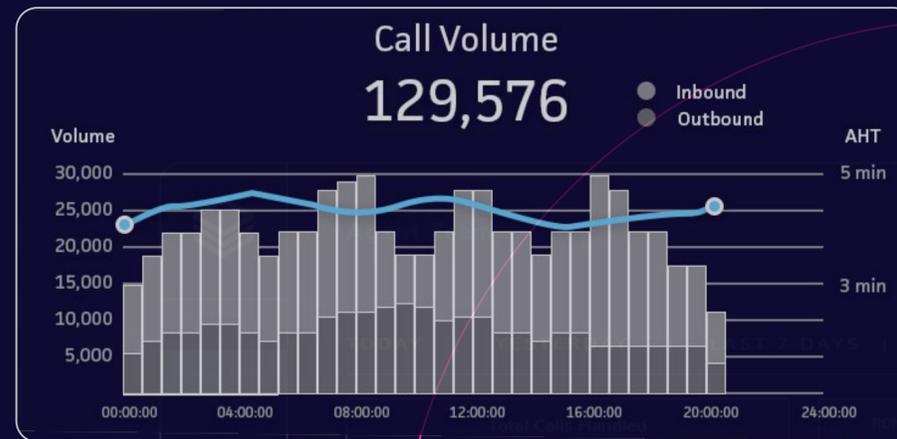




DASHBOARDS

Gain real-time visibility of your contact center efficiency with customizable dashboards. View imperative call center metrics with dashboards like:

- Agent Team
- Skill Group
- Call Type
- Customer Experience
- Customer Journey
- Insights
- Outbound Campaign
- Real Time
- Queues
- And many more



389

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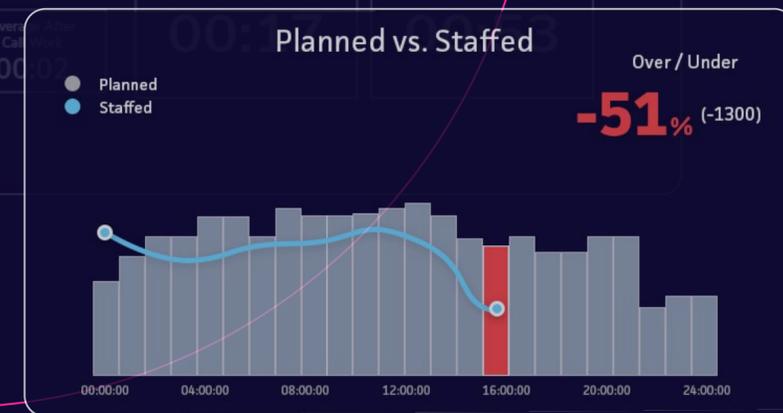
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REPORTS

Learn from powerful report viewer options when utilizing VUE for your needs. Get the insight you need from reports like:

- Agent Stats - Real Time
- Skill Summary - Daily
- Queue - Real Time
- Call Log By Campaign
- Call Log By Agent
- Call Type Performance

The screenshot displays the Dashcom Reports interface with several report views highlighted:

- CALL LOG BY AGENT:** A table listing individual calls with columns for call ID, time, date, status, and agent.

Call ID	Time	Date	Status	Agent
Call 83	11:50 am	06-21-2020	Current	...
Call 82	11:30 am	06-21-2020	Flagged	...
Call 81	10:40 am	06-21-2020	SALE	...
Call 80	10:25 am	06-21-2020	Completed	...
Call 79	09:22 am	06-18-2020	Transfer	...
- CALL LOG BY CAMPAIGN:** A summary view for different campaigns, including Campaign 1302 (FREE SERVICE, East Region), Campaign 1080 (Recall, West Region), and Campaign 1000 (Black Friday, East Region).
- CALL TYPE PERFORMANCE (INTERVAL OR DAILY):** A dashboard showing a bar chart of performance over time, a weekly trend of 76%, and an average queue of 00:45 for California.
- AND MANY MORE:** A central text box indicating additional report options.



Report automation is now at your disposal with our intuitive report scheduler function. Receive reports when you need them with minimal effort.



Alerts allow you to receive important updates by Email and SMS. Adjust report thresholds and receive notifications so you can take action in real time.

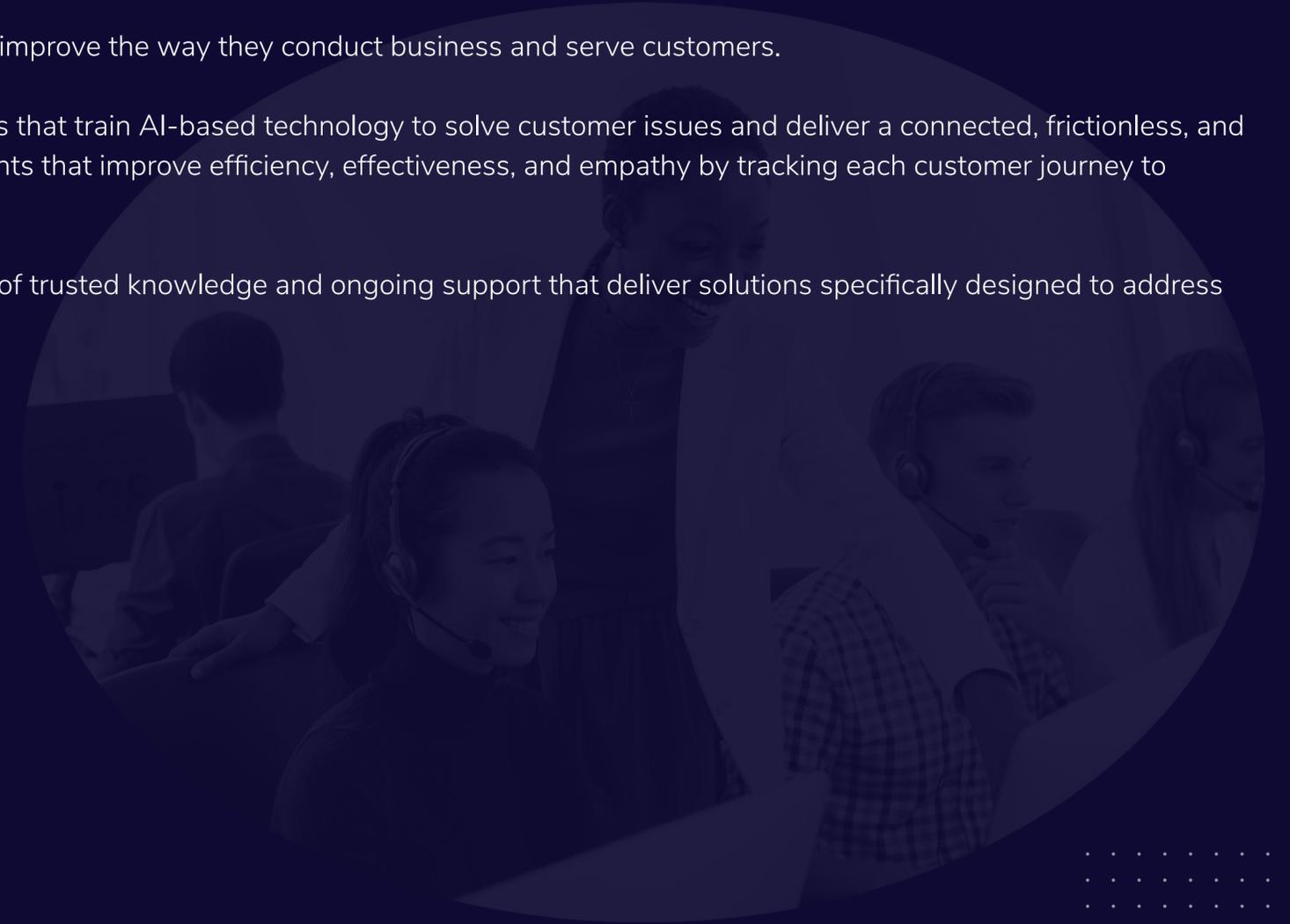
ABOUT ACEYUS

Since 2002, Aceyus has helped companies convert vast amounts of raw data into opportunities that improve the way they conduct business and serve customers.

With a focus on the enterprise contact center space, Aceyus develops and designs software solutions that train AI-based technology to solve customer issues and deliver a connected, frictionless, and repeatable customer experience. Aceyus helps contact center managers make fast, reliable adjustments that improve efficiency, effectiveness, and empathy by tracking each customer journey to deliver useable, actionable, and relevant real-time reports and analytics.

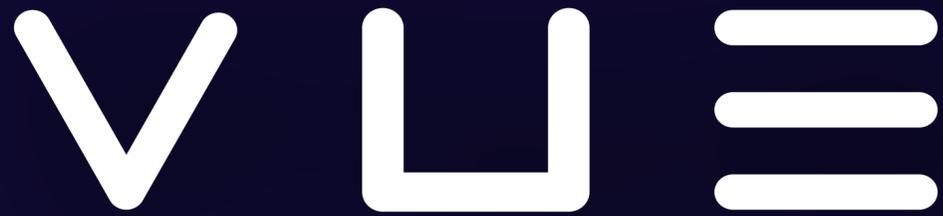
Aceyus' in-house development, professional services, and leadership teams offer an exclusive brand of trusted knowledge and ongoing support that deliver solutions specifically designed to address the challenges of each customer application.

Ultimately, Aceyus helps people develop the insights to tell stories and use data for the greater good.





SEE THE DIFFERENCE
YOU NEED WITH:



Talk to an Expert Today

About Aceyus

As a leading data aggregator for a variety of contact centers, Aceyus is committed to helping businesses become more efficient and effective across all channels of communication by bringing visibility to the data behind every customer experience. Aceyus ©2022

