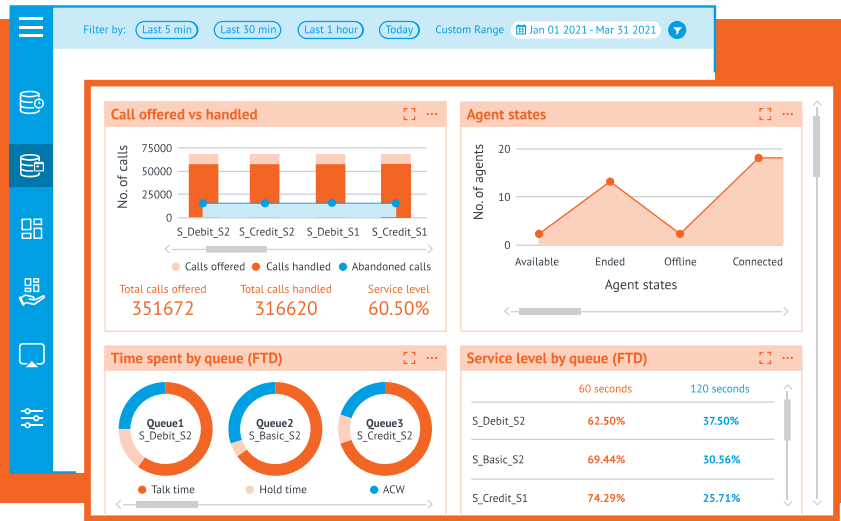


# Acqueon Analytics for Amazon Connect

## Unified real-time and historical reporting for Amazon Connect



Acqueon Analytics for Amazon Connect provides a comprehensive set of key performance indicators (KPIs). It gives full visibility on your global call center operations, including historical and real-time information to take corrective action.

## Highlights

- Unified real-time and historical reporting for Amazon Connect
- Powerful data visualization leveraging a unique tile design that can be combined into dashboards
- Comprehensive set of key performance indicators (KPIs)
- Easy-to-build and share custom dashboards and wallboards
- Personalized visualization using persistent filtering of agents and queues
- Unlimited data retention, up to three years, that can be exported in tabular (CSV) format, or to an S3 bucket

## Key Performance Indicators

### Real-time

- Calls in queue, on hold, abandoned
- Chats in queue, in progress

- Agents available, in After-Call Work (ACW), in error, on call, non-productive
- Time spent by queue
- Agent states
- Maximum wait time for calls, for chats
- Average abandonment rate for calls, for chats
- Average time in queue for calls, for chats
- Contacts on hold by queue, by agent
- Service level by queue
- Agent statistics
- Chats in progress, abandoned by queue
- Agents on call by queue
- Oldest calls in queue

### Historical

- Calls, chats handled by agent
- Total calls, chats handled
- Average Handle Time (AHT), longest AHT
- Agent activity breakdown (time): occupancy, AUX, talk, hold, ACW, chat
- Average times: AUX, talk, chat, hold, ACW, idle
- Total times: AUX, Idle
- Highest AUX, idle times
- Contacts missed (RONA)
- Daily agent AUX reports
- Daily agent login-logout reports