# IntelligenceHub™

# IntelligenceHub 3.0
## Mega Release

*Release Date: February 11, 2020*

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# 01 INTRODUCTION

With **Intelligence**Hub **3.0**, you'll be taking your unified contact center data and analytics to the next level, with exciting new features, a more intuitive experience, significantly faster performance, and the ability to personalize how you interact with the platform using Subscriptions and Alerts.

**Intelligence**Hub **3.0** marks a significant "mega platform upgrade" that provides enhanced functionality, an improved user interface, lower latency, major security enhancements, and our new IntelligenceHub branding as Eventus continues to invest in this market leading CX platform.

**Intelligence**Hub **3.0** is fully backwards compatible with previous version of IntelligenceHub, with no loss of previous functionality.

The **Intelligence**Hub **3.0** Mega Release will be the foundational platform for future enhancements throughout 2020. Future Major Releases will focus on near-to-real-time reporting, additional Data Connectors, embedded analytics, further performance improvements, and the continued evolution of the new user interface, based on user feedback and request.
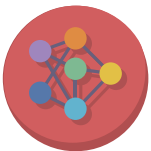
**Intelligence**Hub **3.0** includes support for all the platforms and products below through our family of pre-integrated Data Connectors, with more on our roadmap. If you have an interest in connecting IntelligenceHub with a data source not listed below, please contact us at **intelligencehub@eventusg.com.**

## ENHANCED PERFORMANCE: 40% FASTER REPORT LOAD TIMES

Major data architecture and infrastructure improvements increase the performance of IntelligenceHub 3.0.  Newly published dashboards will load an average of 40% faster. Legacy dashboards are in the process of being migrated to this new architecture.  We are working directly with our Clients on prioritizing the conversion of their legacy dashboards. Work directly with your IntelligenceHub team, or contact us at **intelligencehub@eventusg.com** for more information or to request customization.
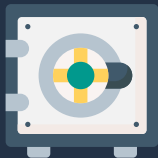
## MAJOR SECURITY IMPROVEMENTS

The safety and security of your data is our #1 priority, and the database and interface architecture of IntelligenceHub 3.0 is designed with enhanced security in mind.  The IntelligenceHub 3.0 data architecture provides even more database isolation than before.  The front-end interface of IntelligenceHub 3.0 has also been redesigned from the ground up, utilizing partitioned and completely isolated Client "sites" that can only be connected to your specific database, along with more granular level user-permissioning schemes to ensure your users can only see those reports and dashboards you want them to see. This redesign also provides the foundation for future planned security enhancements such as Two-Factor-Authentication and Multi-Factor-Authentication for full Privileged Access Management.

# 03 EXPERIENCE THE USER INTERFACE UPGRADE

## Understanding the New Reporting Hierarchy

**Intelligence**Hub **3.0** has a folder structure with 4 layers of reports:



**Agent Excellence** ☆ ···

Agent performance and contact center volume



**Agent Daily Dashboard** ☆ ···



**Availability Comp** ☆ ···

### Folders

A folder is a place where Storybooks, dashboards, and reports live. You can use folders to organize your stories and add viewer permissions as well.

### Storybooks

A packaged workbook that contains multiple Dashboards and Reports that convey the story around a key KPI such as agent or customer behavior.

### Dashboards

A Dashboard is a report within a Storybook that can contain several different reports. Multiple Dashboards are contained in a Storybook, with each Dashboard appearing as a tab across the top of a Storybook.
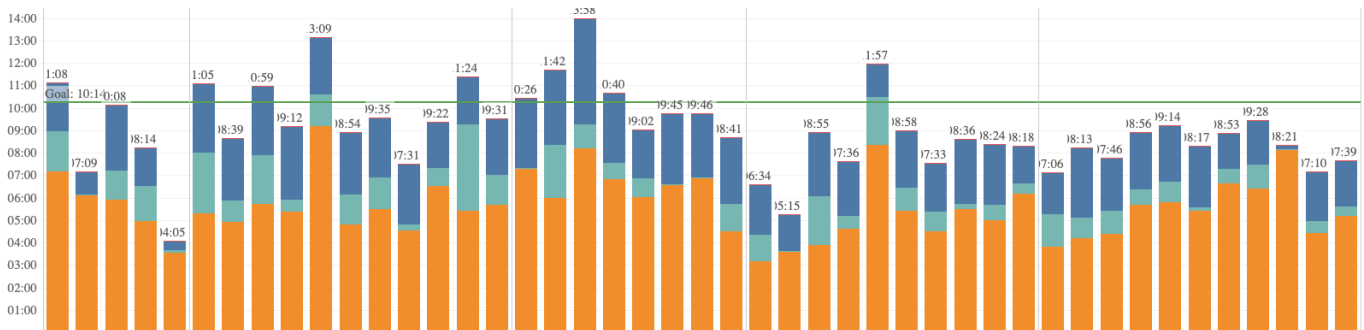


### Reports

A table, chart, graph, or other visualization that focuses on specific data points. There are often several Reports in a single Dashboard, and as mentioned before, several Dashboards within a Storybook.

# 04 DISCOVER THE NEW HOMEPAGE

The new home page on **Intelligence**Hub **3.0** shows you the most recent Dashboards that you have explored as well as the Dashboards you view most often. This will help you more easily find useful content without need to navigate through multiple nested menus.
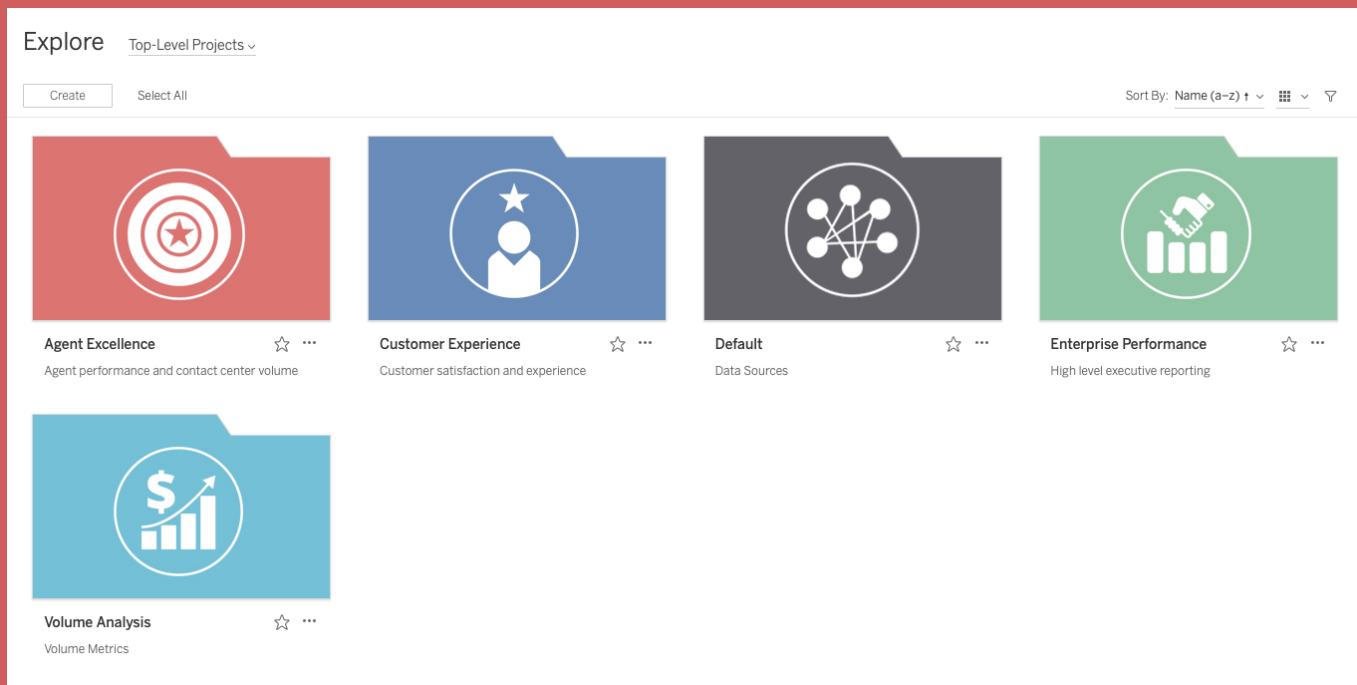
# 05 NAVIGATE THE NEW FOLDER STRUCTURE

## The Explore Page

Explore the content in your site.

The New Explore page has an organized folder structure to help with navigating your site. Each folder contains dashboards reports that are specific to its subject.



The Agent Excellence folder focuses on agent performance metrics. As an example, these may include:

- Agent Daily Dashboard
- Agent Management & Coaching
- Agent QA Evaluations
- Agent Scorecard
- Agent Shrinkage
- Supervisor Scorecard

The Customer Experience folder focuses on customer behavior. As an example, these may include:

- CSAT, NPS, and CES
- Contact by Customer Location
- Product Claims

The Enterprise Performance folder contains analysis for the contact center. As an example, these may include:

- Monthly/Weekly Executive Summaries
- Enterprise Handle Time Analysis
- Cost per Contact

The Volume Analysis folder analyzes contact volume in relation to the contact intervals. As an example, these may include:

- Call Volume Interval Analysis by Time and Day of week
- Call Volume Statistics
- Volume & Interval Analysis Heatmap

# AND MORE...

## Create and Save a Custom View

You may now customize a Report with your own filter and view preferences and save it for easy use later. These Custom Views are required for the Subscription and Alert functionality described later in this document.
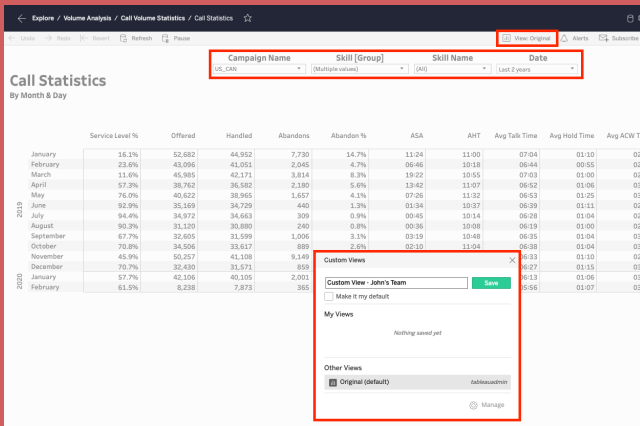


- Configure your report as desired using the available filters
- Click the "View" button in the dashboard header
- Name your Custom View and click "Save"
- You can now click the "View" button again to retrieve your saved Custom View

## Subscriptions: Get Custom Views Sent Automatically

Receive your reports automatically via email.

The new subscription functionality lets you set up schedules to receive reports automatically via email.
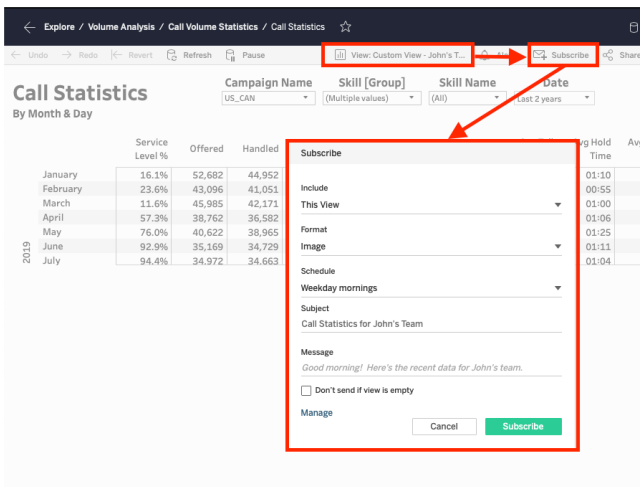


- Choose the view of the dashboard you want to subscribe to
    - Original or a saved Custom View
- Click "Subscribe" in the dashboard header
- Configure your subscription by picking
    - Which Dashboards to include
    - How you want to receive the report (imbedded image or PDF attachment)
    - Subscription schedule
    - Email subject & message

## Subscription Use Notes:

Not all Dashboards or Reports are optimized for Subscriptions since it's possible that your Dashboard or Report may appear visually different in a Subscription email. Tips for using the Subscription feature include:

- Use reports with a relative (rather than absolute) date range filters
- Choose reports with no or limited scrolling required to view core data

# 07 AUTOMATED DATA ALERTS

## Set up Alerts Based on Custom Data Thresholds

New alerting feature allows the configuration of alerting thresholds for certain data. An email will be sent to you automatically if the data reaches this threshold.

If you would like to get this feature configured on your site for a particular report, reach out to **intelligencehub@eventusg.com.**
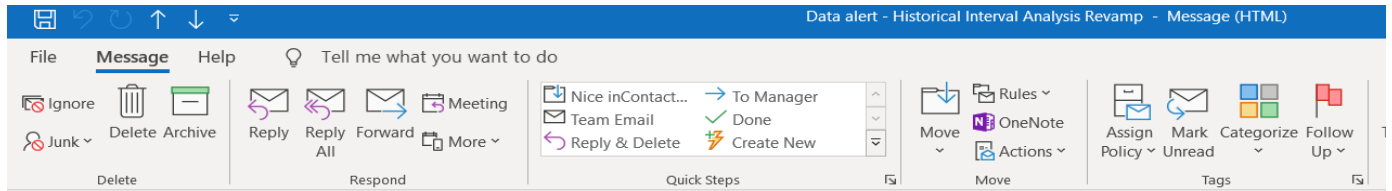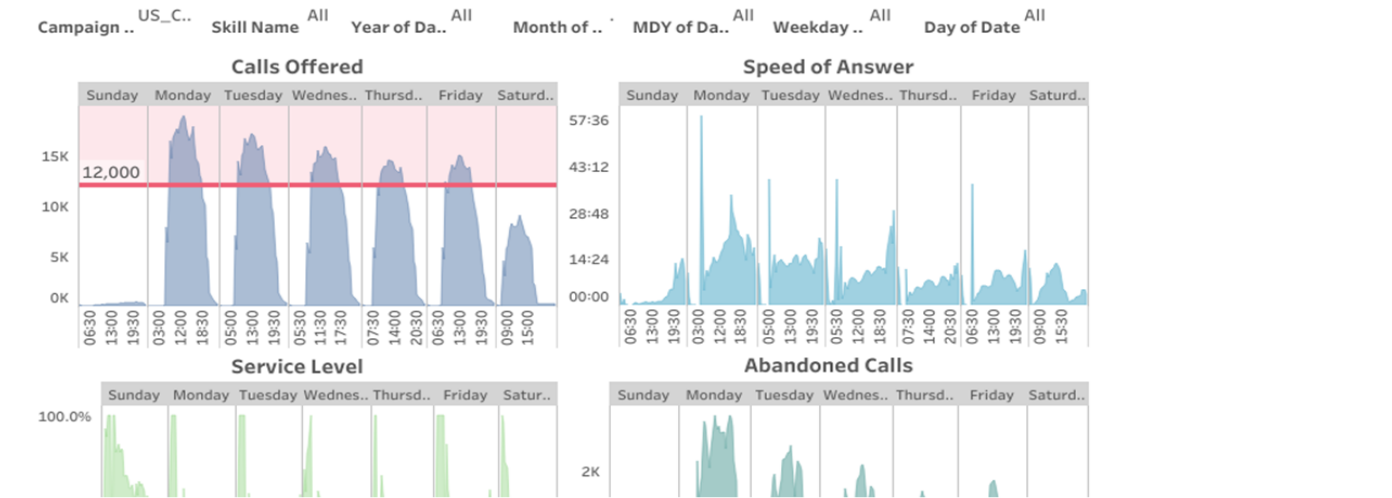


## Alerts Use Notes:

Not all Dashboards or Reports are optimized for use with Alerts and may not allow effective Alerts configuration in all cases.

Tips for this Alerting feature include:

• Reports that have a continuous numerical axis to use for the Alert data work well with this feature

• Line, bar, area, or scatter graphs are good candidates as well

• Reports with a relative (rather than absolute) date range filter work too

• Custom filtered views can configured for alerting

# 08 EXPORT DIRECTLY TO PDF OR POWERPOINT

Integrate dashboards into your presentations. Save time by exporting directly to a PDF or PowerPoint. You can also choose specific dashboards within a Storybook that you would like to export into your presentation.

## Export to PDF



## Export to Powerpoint

**Contacts & Reasons for Contacting**

Availability of product

Quantity - missing component or Ingredient

Coupon question

Texture - ice crystals, temperature abuse

Quantity - insufficient ingredient, not enough, pieces too small

## See your data in a whole new way with scrolling TV dashboards

Coupled with a free Google Chrome Add-In, use our automated scrolling dashboard feature to display analytics on monitor walls in the contact center.

If you would like to get this feature configured for your reports, contact us at **intelligencehub@eventus.com**

# 10 NEW DASHBOARD RELEASES



- AHT by Contact Reason Dashboard
- New QA Storybook
- Shrinkage Dashboard
- Cost per Contact Report
- Agent Scorecard Storybook
- Supervisor Scorecard Storybook
- Executive Summary Dashboards
- CRM Product Claims Fulfillment Dashboard
- CRM Contact Reason Dashboard

## AND MORE...

## Bug Fixes & Optimizations

- ACD Historical Agent Job Function Tracking Automation and Data Integration
- ACW & AHT Score Optimization
- CRM Incident Load Check Optimization
- WFM Adherence & Availability KPI's on the Agent Scorecard
- NICE WFM Data Connector: Various Fixes and Improvements
- Updated Frequency of WFM and QA Data Load from Weekly to Daily
- OSC Data Connector: Various Fixes and Improvements

## AND MORE...

## Product Development Rigor & Communication

When necessary, planned maintenance will be conducted on Mondays from 6 PM to 9 PM Mountain Time. Users will be notified via email if the maintenance event will impact access to their site.

Mega Releases (x.0) will occur approximately once a year.  These releases will include things like product upgrades and major UI changes. These releases will also focus on releases from the previous year and release themes for the upcoming year.

Major Releases (3.x) will happen approximately once per quarter. These releases will include things like new features, minor UI changes, new functionality, major fixes.

Minor Releases (3.0.x) will occur approximately twice a month. These releases will include things like fixes, report optimization or adjustments, and new dashboards. Also, planned maintenance events such as server restarts, will be outlined in the release notes as well.

IntelligenceHub™
by eventus

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