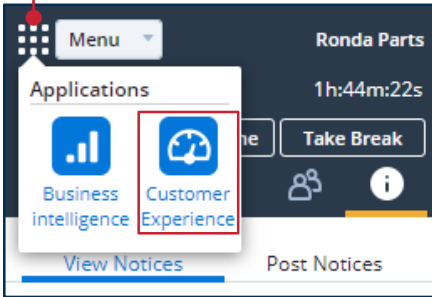


Customer Experience

Access Customer Experience

1. Select the Grid icon
2. Select Customer Experience

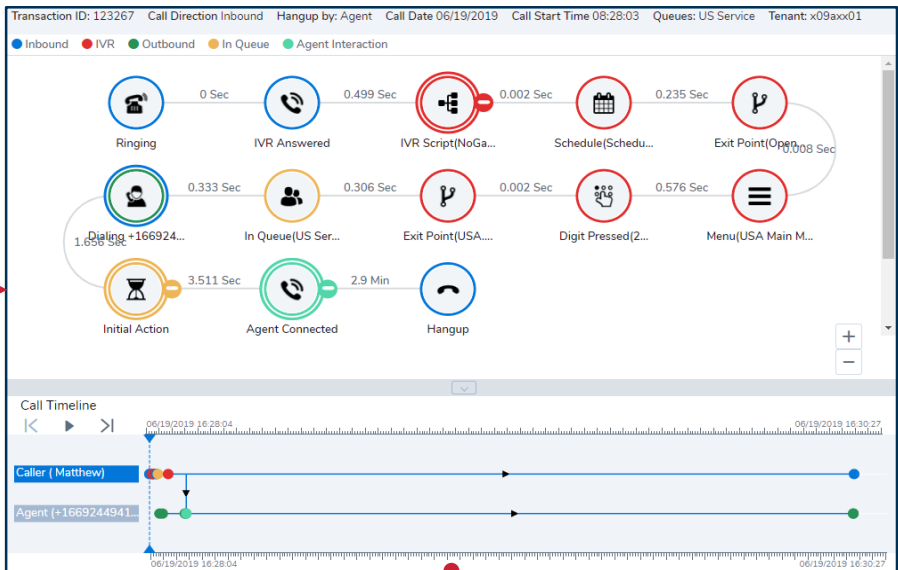
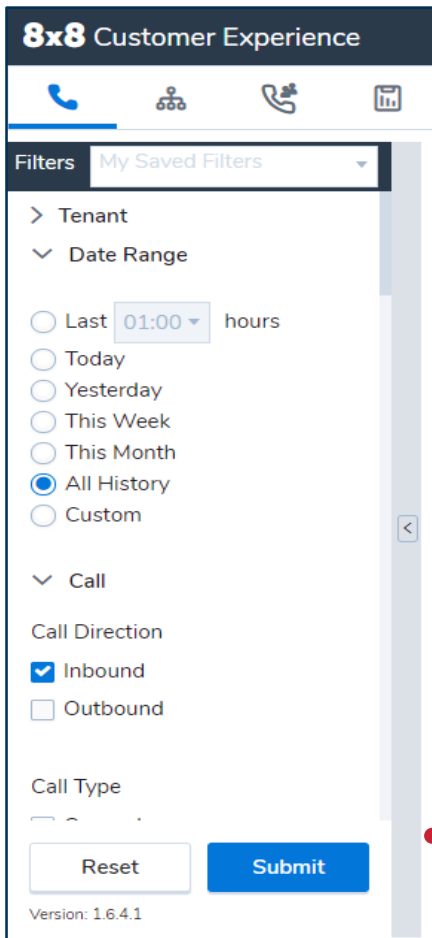


View Call Flow

Review a call's journey through your Contact Center by double-clicking on the call, or use the horizontal scrolling bar to go to the Actions column and select the eye icon

A screenshot of the 'Recent Calls' table. The table has columns for Call Direction, Call Type, Call Duration, Call Date, Call Start Time, Caller Name, and Time in Line. One row is highlighted with a red border, indicating it is selected. A red line from the text above points to the eye icon in the Actions column of this row.

Call Direction	Call Type	Call Duration	Call Date	Call Start Time	Caller Name	Time in Line
Inbound	Hangup in IVR	00:00:06.0	07/19/2019	16:32:39	7045368060	00:00:00
Inbound	Hangup in IVR	00:00:06.0	06/28/2019	18:25:54	SPILLER	00:00:00
Inbound	Queued	00:00:59.6	06/19/2019	08:32:15	Matthew	00:00:00
Inbound	Queued	00:02:16.7	06/19/2019	08:28:03	Matthew	00:00:00
Inbound	Hangup in IVR	00:00:11.3	06/19/2019	08:26:50	Matthew	00:00:00
Inbound	Hangup in IVR	00:00:11.4	06/19/2019	08:26:16	Matthew	00:00:00
Inbound	Queued	00:02:23.10	06/18/2019	07:10:28	Sally	00:00:00
Inbound	Queued	00:00:37.8	06/18/2019	07:09:42	Sally	00:00:00



Call Flow Diagram

The diagram shows each step the call went through to reach an agent, and time spent at each step of the process. This is particularly useful to see where callers hang up if they do not finish the journey to an agent.

Filter Recent Calls

Use the filters panel in the Recent Calls tab to view relevant recent calls into the Contact Center.