

# ULYSSES<sup>®</sup> Management

## Dashboards

Real-Time View of Business Performance

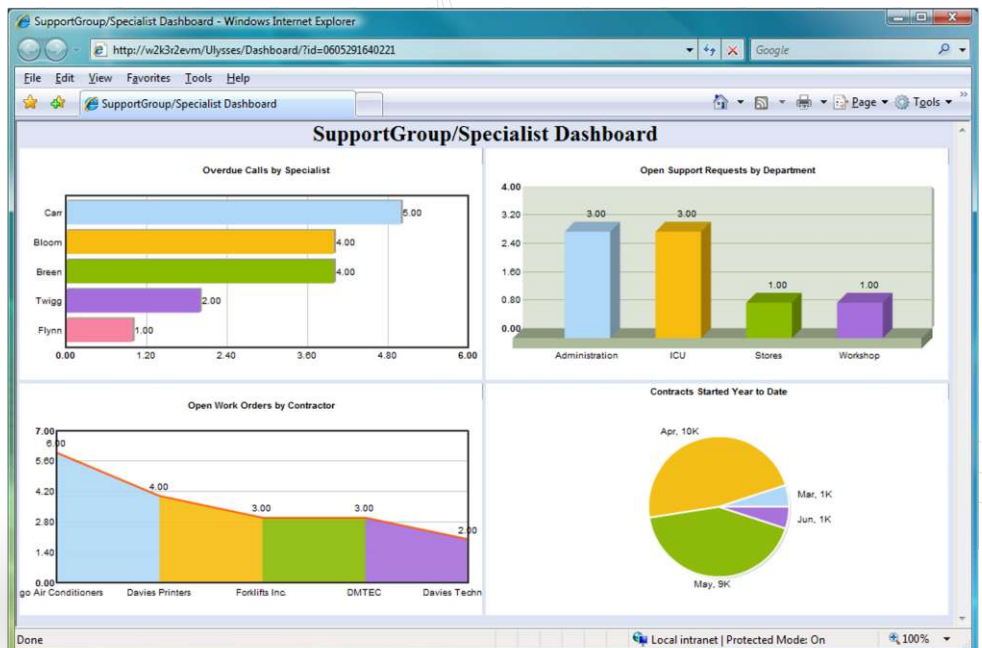
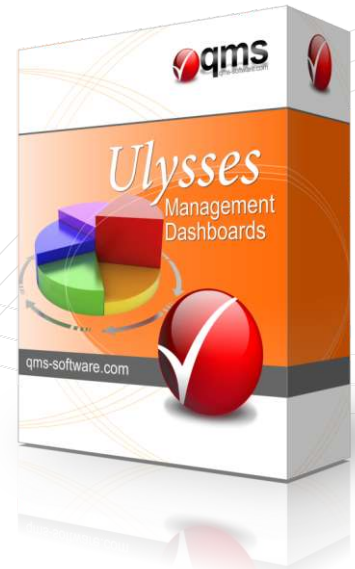
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### Manage your Key Performance Indicators (KPI's)

Ulysses<sup>®</sup> Management Dashboards provide graphical a real-time view of overall business performance. Fully web based, the customisable dashboards provide improved visibility of areas inside your organisation that require attention. This allows for a swift response, enabling well inform decision making. Ulysses<sup>®</sup> Dashboards automatically update to provide a live view of critical information and answer fundamental questions about the current status of the business.

Ulysses<sup>®</sup> Graphical Management Dashboards are very effective business intelligence (BI's) tool which brings together critical information for the attention of decision-makers. It provides a clear view of your organisation's KPI's. This information allows you to measure performance against company and operational goals in real time, and helps to provide solutions to your current business situation. The management dashboards can be setup as a default screen inside the Ulysses application or can be published as an URL link over your intranet. Frequently dashboards are displayed on plasma screens, giving up-to-minute information on performance of call centres, help desks and sales departments.

The dashboards are web based and fully configurable using intuitive drag&drop functionality inside administration panel. It does not required any development work, you just simply decide what kind of dashboards you would like to see on your screen.



## Common scenarios for using Ulysses Management Dashboards

### Call Center:

Displaying live graphical statistics, typical call centre examples would include: overall call volumes, calls due by Service Level Agreements, overdue calls, calls closed and work load by agent / technician. This provides call centre managers with statistics that allows them to react promptly to situations as they arise. Dashboards can also motivating for call centre staff, providing healthy competition for employees giving them a clear view what they have achieved in a given time period.

### Service Desk:

Operational Managers can easily get information on incident and problem management processes like: percentage of issues resolved within SLA's, average time to resolve issues, number of issues resolved by first time, average number of open requests, field workforce utilisation, ect. Dashboards can also indicate areas of your service organisation which are need attention or improvement in order to run your business more efficiently.

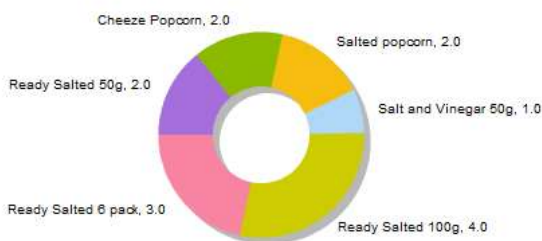
### Sales & Marketing:

Instant on the screen information about your Sales and Marketing indicators like: Budget, Inquiries, Cost per Inquiry, Percentage of Qualified Leads, Cost per lead, Close Rate, Number of Sales, Cost per Sale, Total number of sales, Average Size of Sale, Total Revenue and overall Total Marketing Return on Investment. Ulysses Management Dashboards provides you with answers about performance of sales and marketing department .

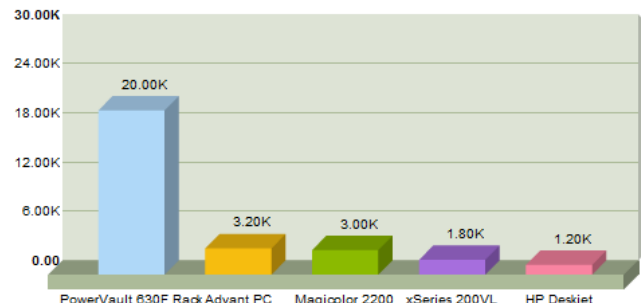
## The Benefits of Management Dashboards

- ★ Fully customisable, provide users with all the analytical information necessary to efficiently fulfill their roles.
- ★ It provides a clear view of company KPIs to enable analysis of defined objectives.
- ★ Intuitive, easy to use with rapid user adoption.
- ★ Flexible, tailored to meet the specific goals, objectives and strategies of your company.
- ★ Measure performance of departments.
- ★ Measure Your Return On Sales & Marketing.
- ★ Provides right information to the right people at the right time to optimise and accelerate decisions processes.

Issues Logged by Product Last 60 days



Top 10 Products Sold in last 90 days by Sales Price



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