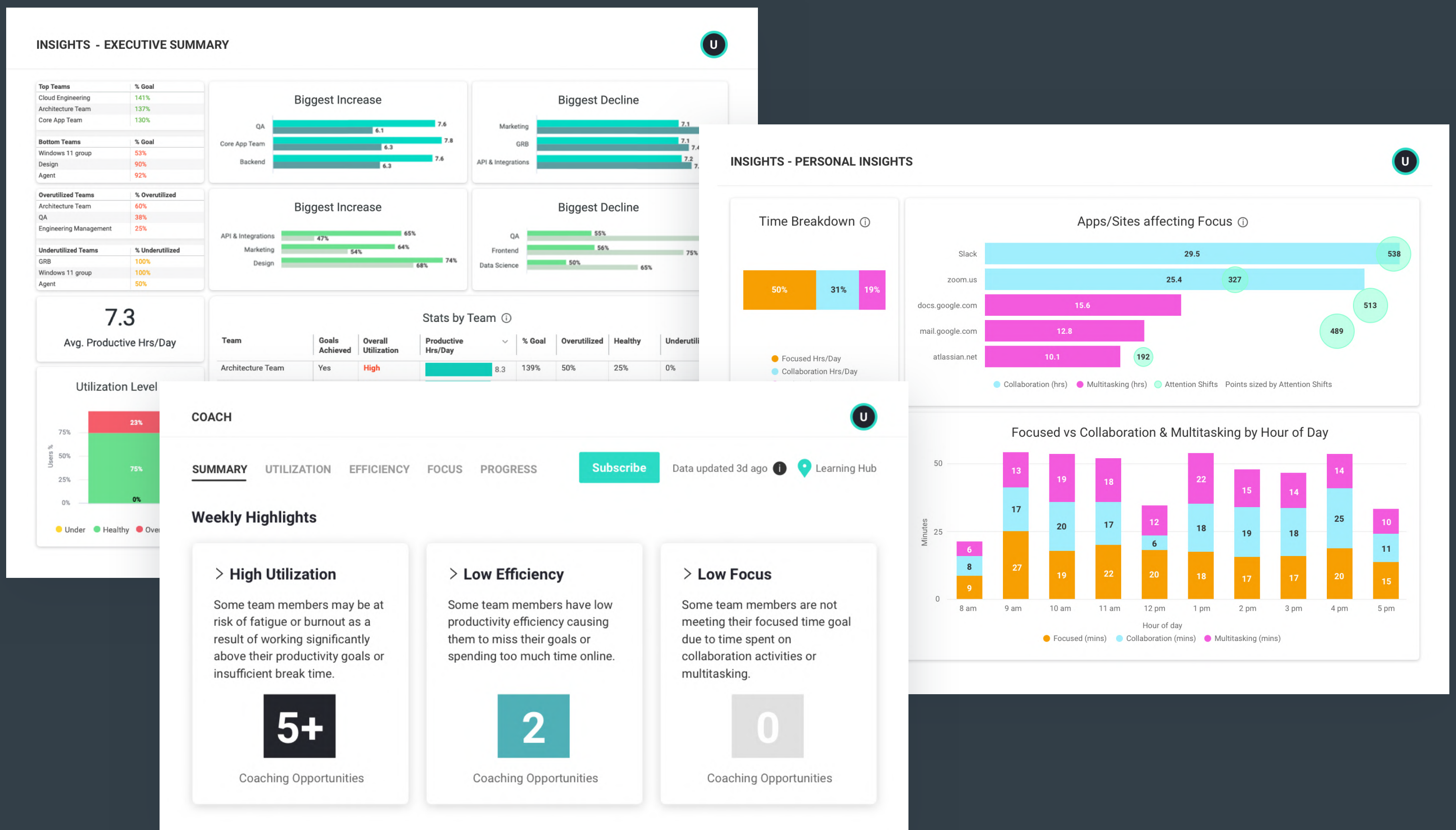


Top 10 Productivity Reports to Unlock Contact Center Performance



Join the ranks of leading contact centers that have harnessed the power of ActivTrak to elevate their performance. Increase efficiency, improve customer satisfaction and build a high performing team that drives results.

- Increase call volume/case resolution rates while reducing salary budget and overpayment for misreported hours
- Increase agent productivity
- Improve agent efficiency to deliver high-quality service to more customers without hiring more agents
- Compare agent utilization rates to identify untapped capacity and reallocate resources where they're needed most
- Correlate agents' digital activity with case resolution rates to replicate the patterns of top performers

We've compiled a list of the Top 10 reports that can help your organization zero in on the insights that matter most. The guidance below will help you leverage ActivTrak data to increase productivity and collaboration across distributed teams, identify team members at risk of burnout and promote healthy work habits.

1

Executive Summary

Easily keep a pulse on organizational productivity and health



Does your team have the focus time they need for creative thinking, problem-solving and prioritization? The [Executive Summary](#) dashboard in ActivTrak provides insights into how long teams stay focused without interruptions; total work hours versus productive and focused hours; [team efficiency](#) compared to your organization's average and more.

- Quickly identify risks to productivity levels
- Understand utilization trends to ensure ongoing work balance
- Identify abnormalities or deviations from the norm across your organization

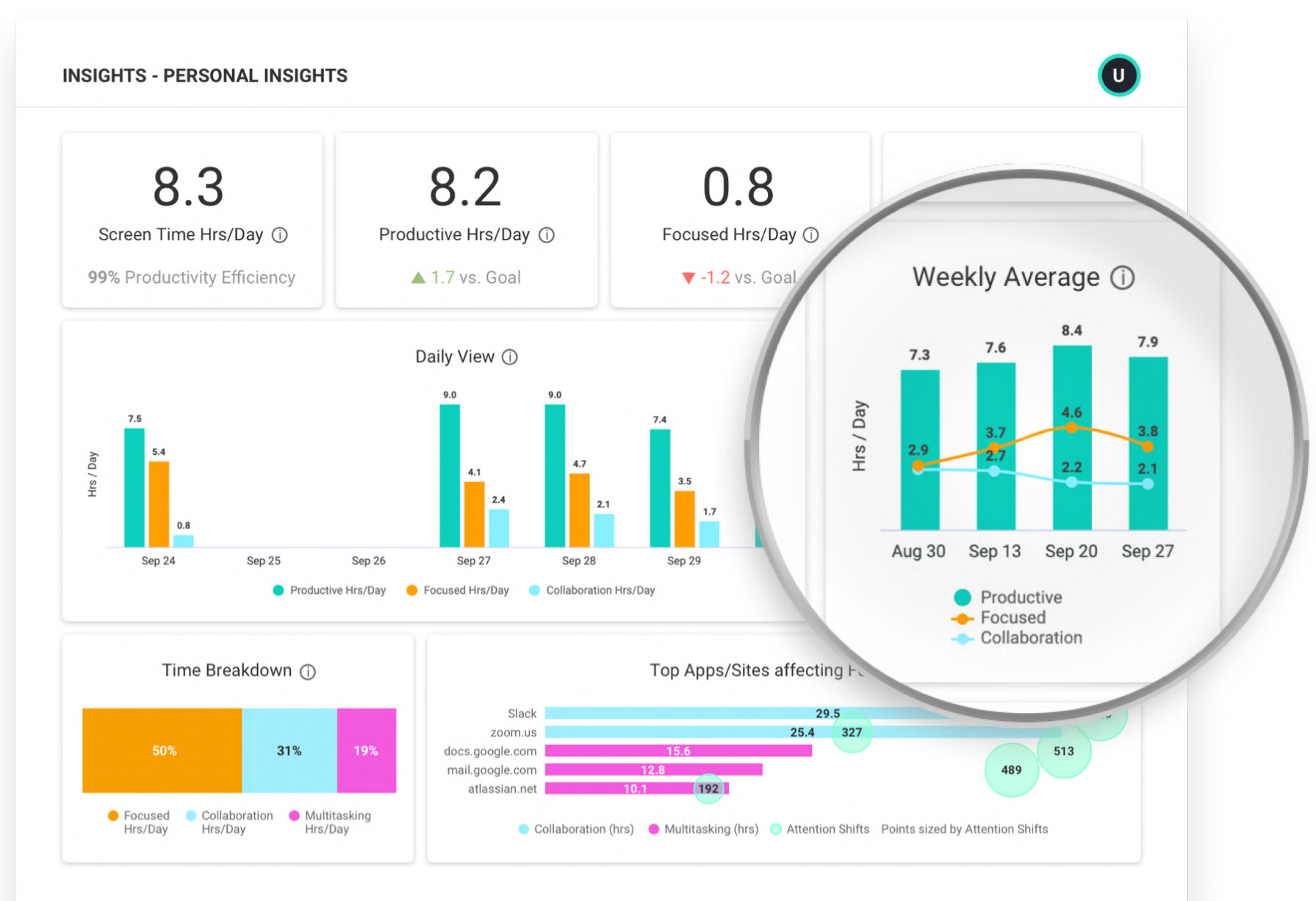
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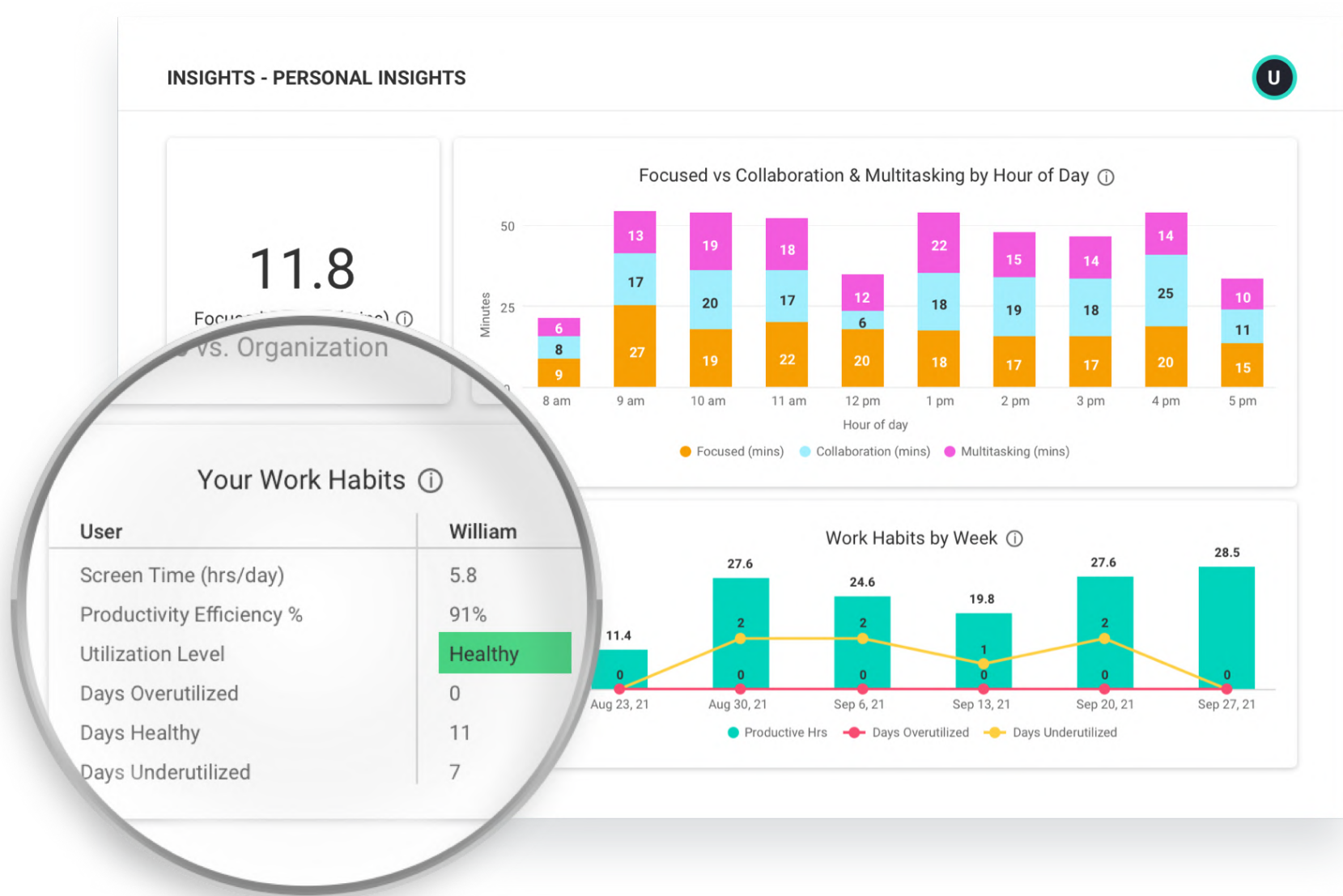
Personal Insights

Empower employees to optimize productivity and maintain healthy work habits

What are Personal Insights?

- Personal Habits
- Distraction Sources
- Focus Flow
- Healthy Breaks
- Flexible Reflections
- Data sits with employee
- Automatically shared
- Productivity and wellness benefits
- Employee training provided





Org.-Wide Integration:

- Customize the weekly email with available employee support sources
- Onboard New Hires with the benefits of Personal Insights
- Share your organization's health data as a transparent attraction stat in recruitment
- Enable reflections in Manager/Employee 1x1s
- Tie effort into broader scale efforts to empower the employee voice

Do your employees know how their habits help or hinder their productivity? ActivTrak provides personal productivity insights into [work habits](#) so your employees can see and understand the trends and patterns in the way they work.

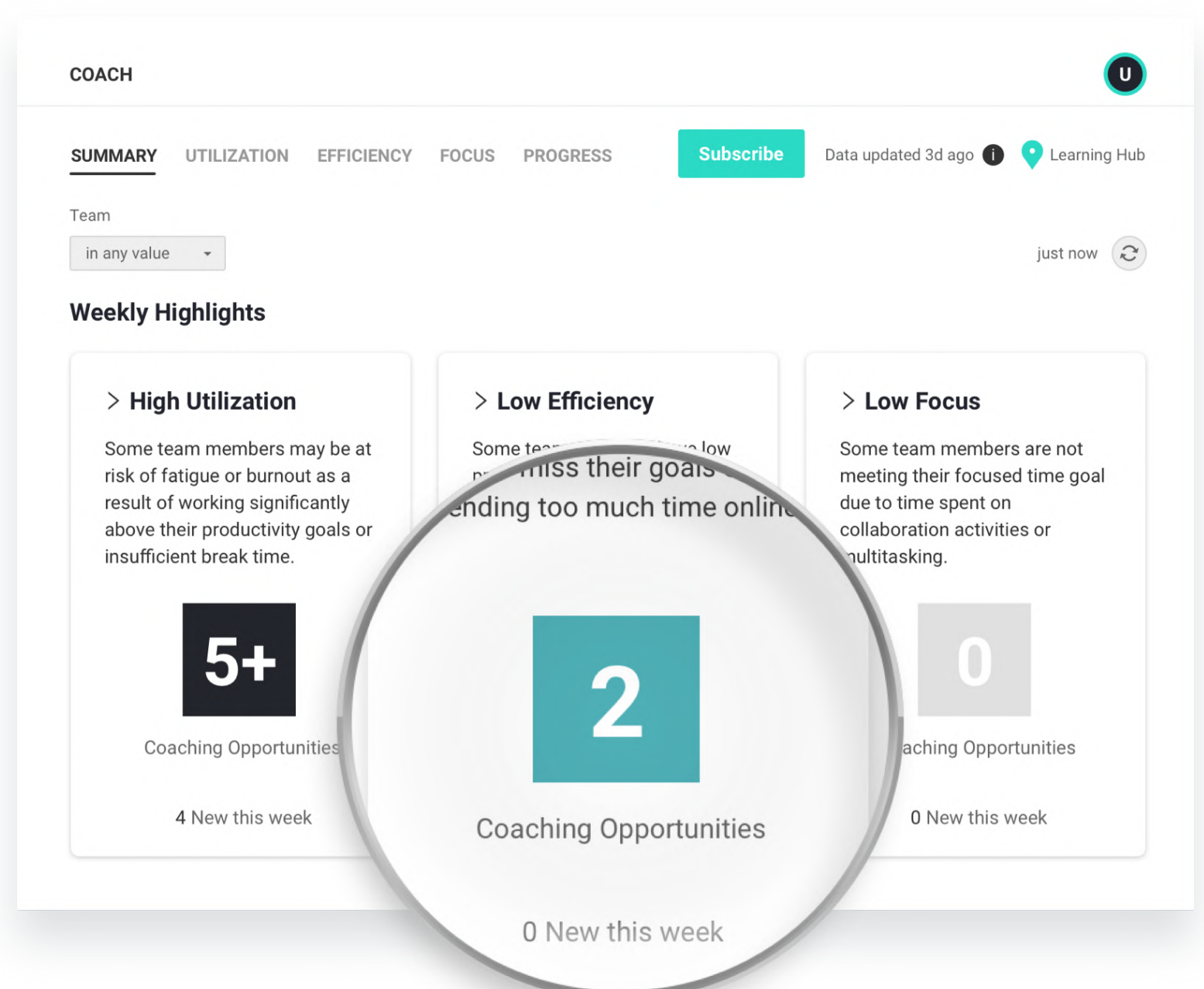
- Compare activity habits to team goals and trends
- Review guidance from ActivTrak [Productivity lab](#) experts on how to maintain work balance and wellness
- View focus time versus attention shift time and the applications and sites that influence them most
- Share Personal Insights dashboards via email (even with others who don't have access to the app)

3 Coaching Opportunities

Help managers become effective coaches to employees

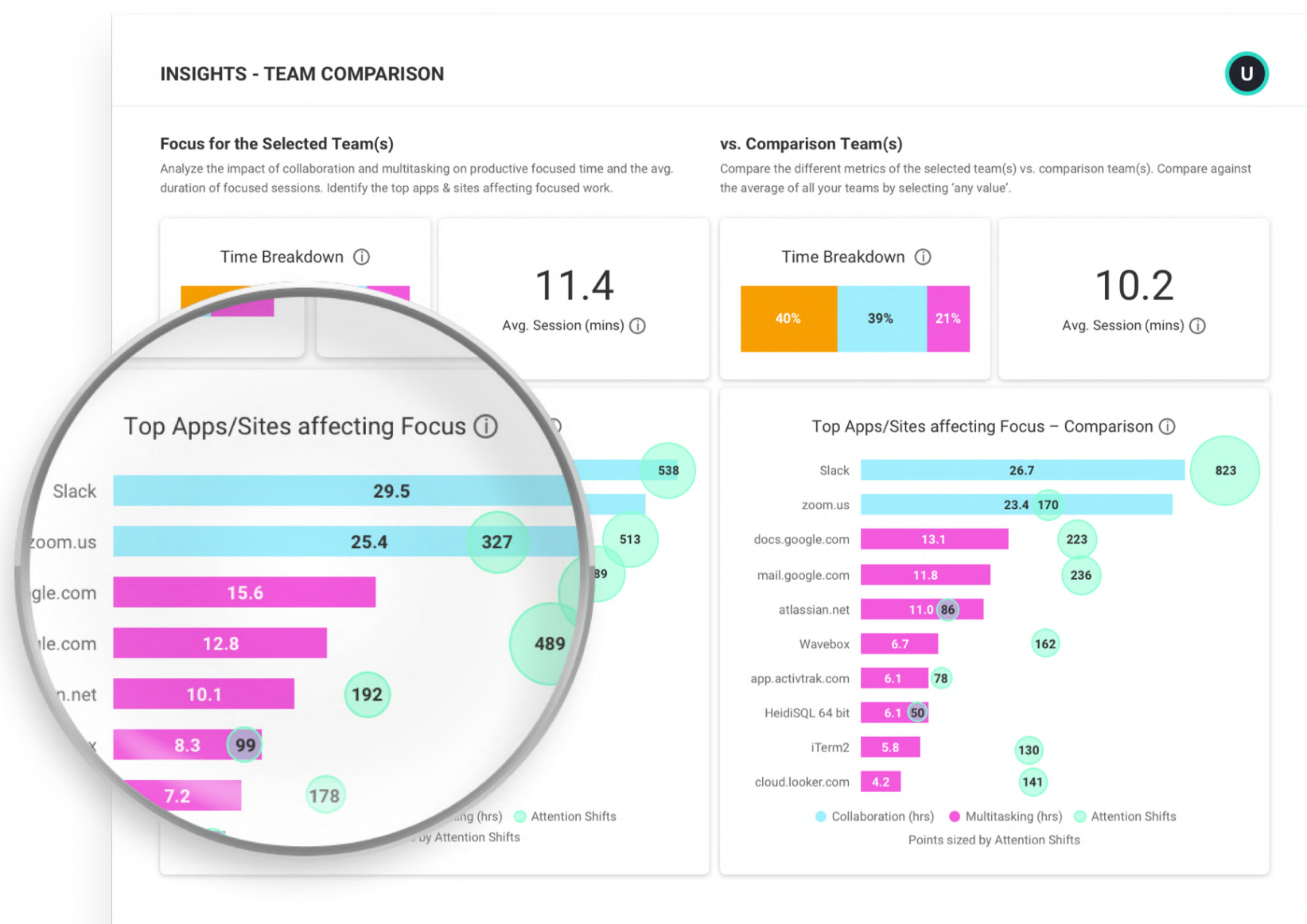
Do you know who may need a little extra support on your team? [ActivTrak Coach](#) leverages digital data about teamwork habits and applies analysis to surface meaningful productivity insights and guidance tailored to individual employee challenges. These actionable insights empower managers to become more effective coaches.

- Identify and validate potential issues such as burnout risk, waning productivity or inefficient workflows
- Drive collaborative discussions with your team members
- Assess the impact of coaching on team behavior
- Stay on top of emerging trends via weekly insights delivered to your inbox



4 Team Comparison

Assess workload balance and identify best practices to share across teams



Do you understand how team members operate relative to their peers? With [Team Comparison](#), you can view similar teams side by side to see how they operate relative to their peers and identify opportunities to adopt best practices.

- Review how your team is working in comparison to similar teams
- View application usage and time allocation to gain insights into various work styles and processes
- Leverage team comparison data to help managers unlock productivity potential

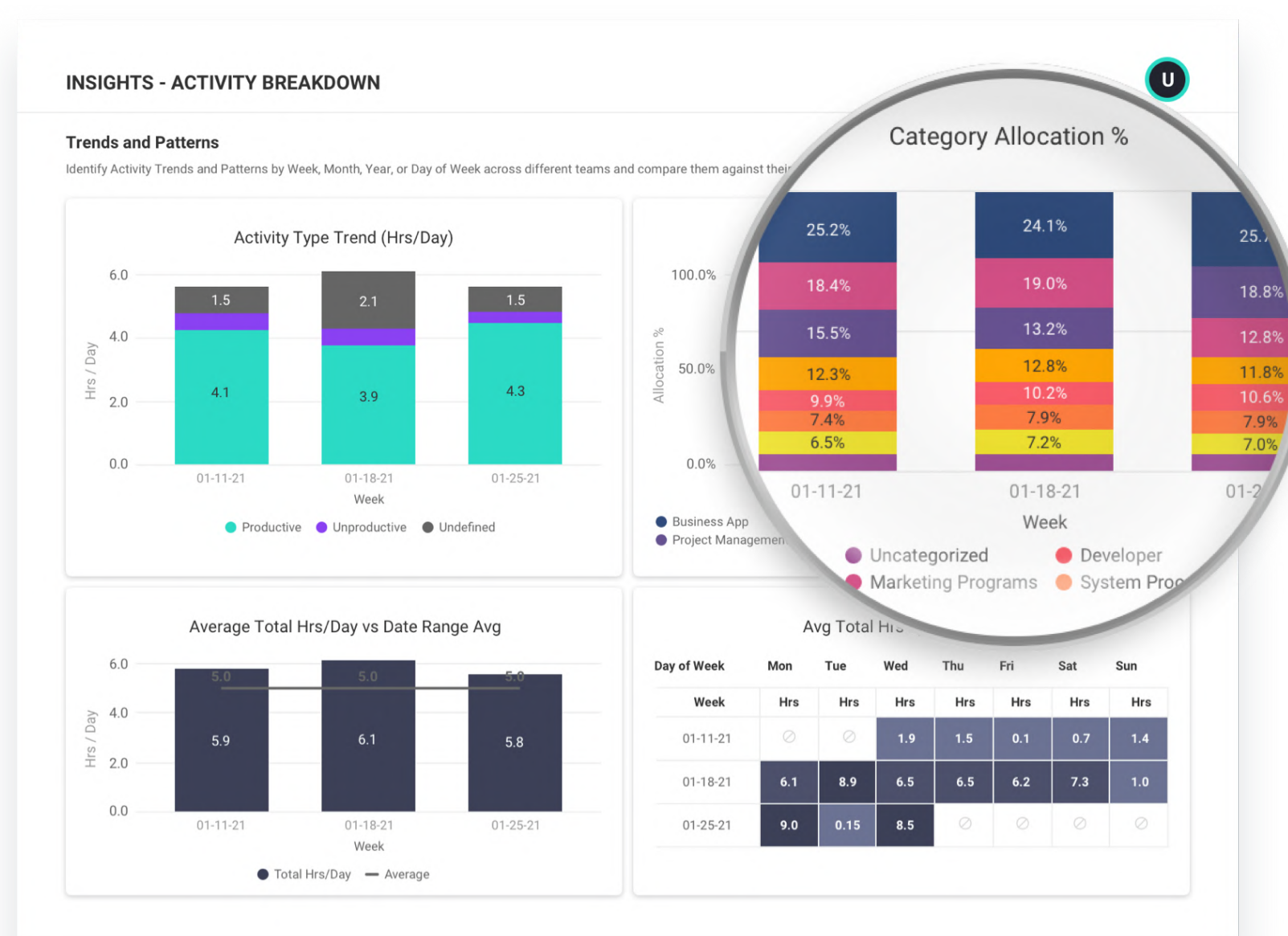
5 Activity Breakdown

Understand how work is completed across individuals and teams

Do you know the difference between understanding “how do you work?” instead of “are you working?” This is especially important with the rise of remote work and the need to ensure sustainable productivity across dispersed teams.

With the [Activity Breakdown report](#) in ActivTrak, you can gather insights into habits over time to understand how time is spent and compare your team’s productive time against the goals you’ve set.

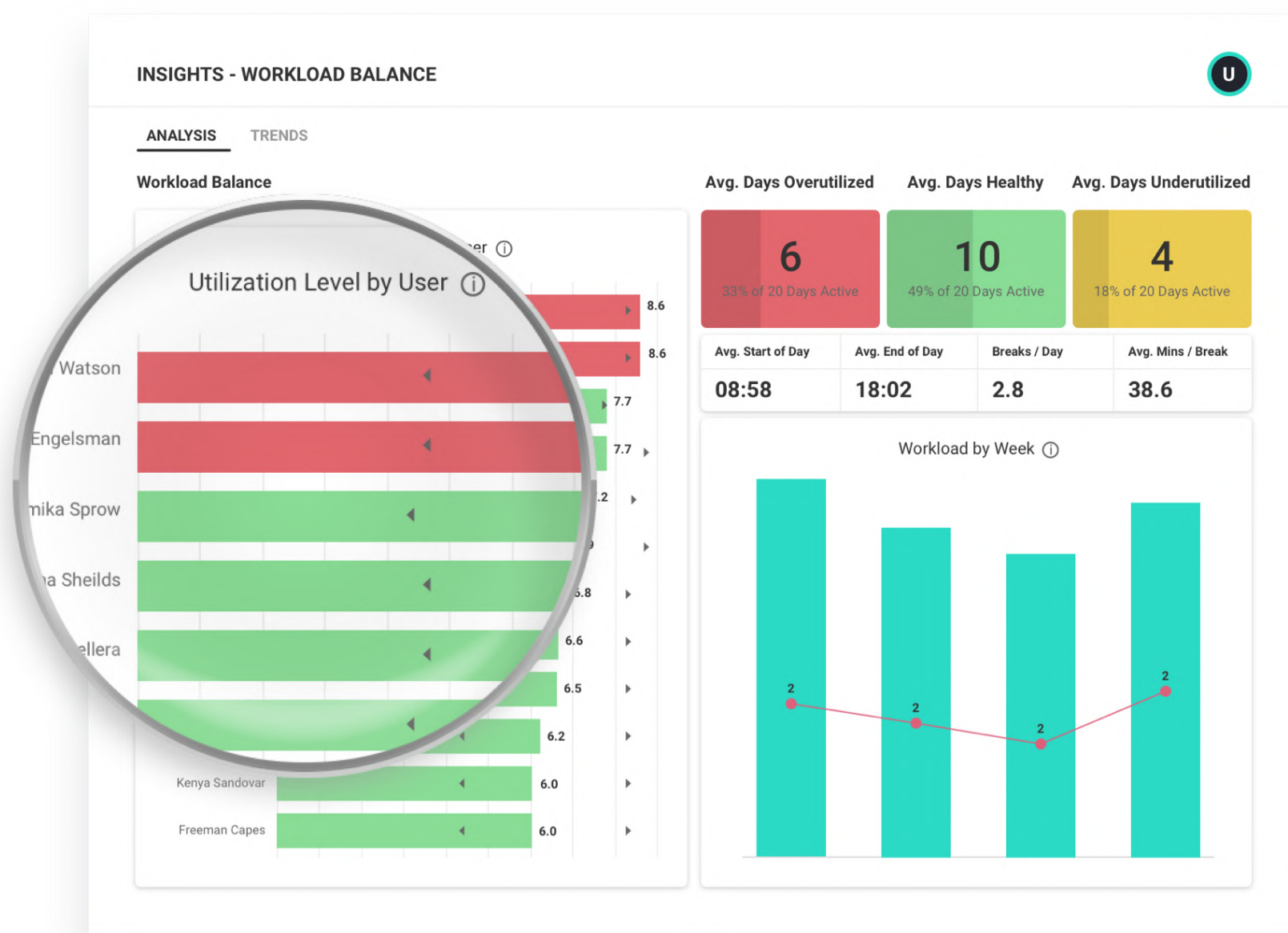
- View an aggregation of productive behaviors across your team
- Assess where individuals struggle to engage in productive work
- Review where time is allocated across the team to understand where unproductive distractions exist



6

Workload Balance & Burnout

Quickly assess employee workloads and burnout



Are you struggling to get visibility into who needs help? You are not alone. Studies show that organizations that help teams avoid burnout are more likely to outperform their competition, retain top performers and attract new talent. ActivTrak's [Workload Balance](#) dashboard helps you view work habits across teams to identify which ones work long hours and off-hours on a consistent basis and rebalance where people spend their time.

- Determine how long your employees are online throughout the day
- Understand if your team partakes in healthy break time throughout the day
- Identify employees at risk of burning out as well as those individuals with low engagement

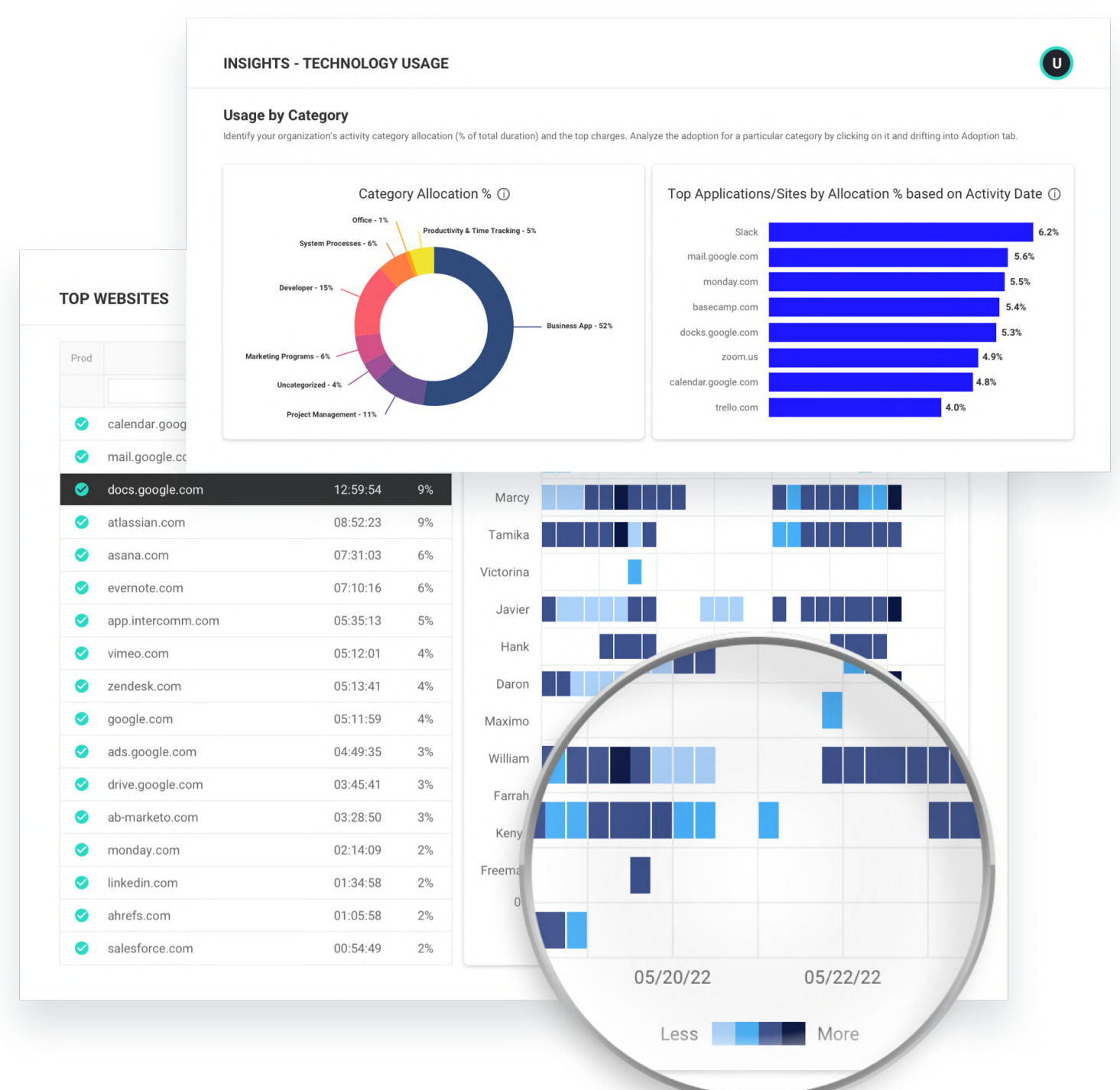
7

Technology Usage

Understand which applications and websites employees use

Did you know, on average a typical company uses 137 unique SaaS applications? With application sprawl at an all-time high, keeping track of application usage can be time-consuming and prone to inaccuracies. With ActivTrak you can [see how technology is used](#) and measure adoption changes across teams for specific apps and websites.

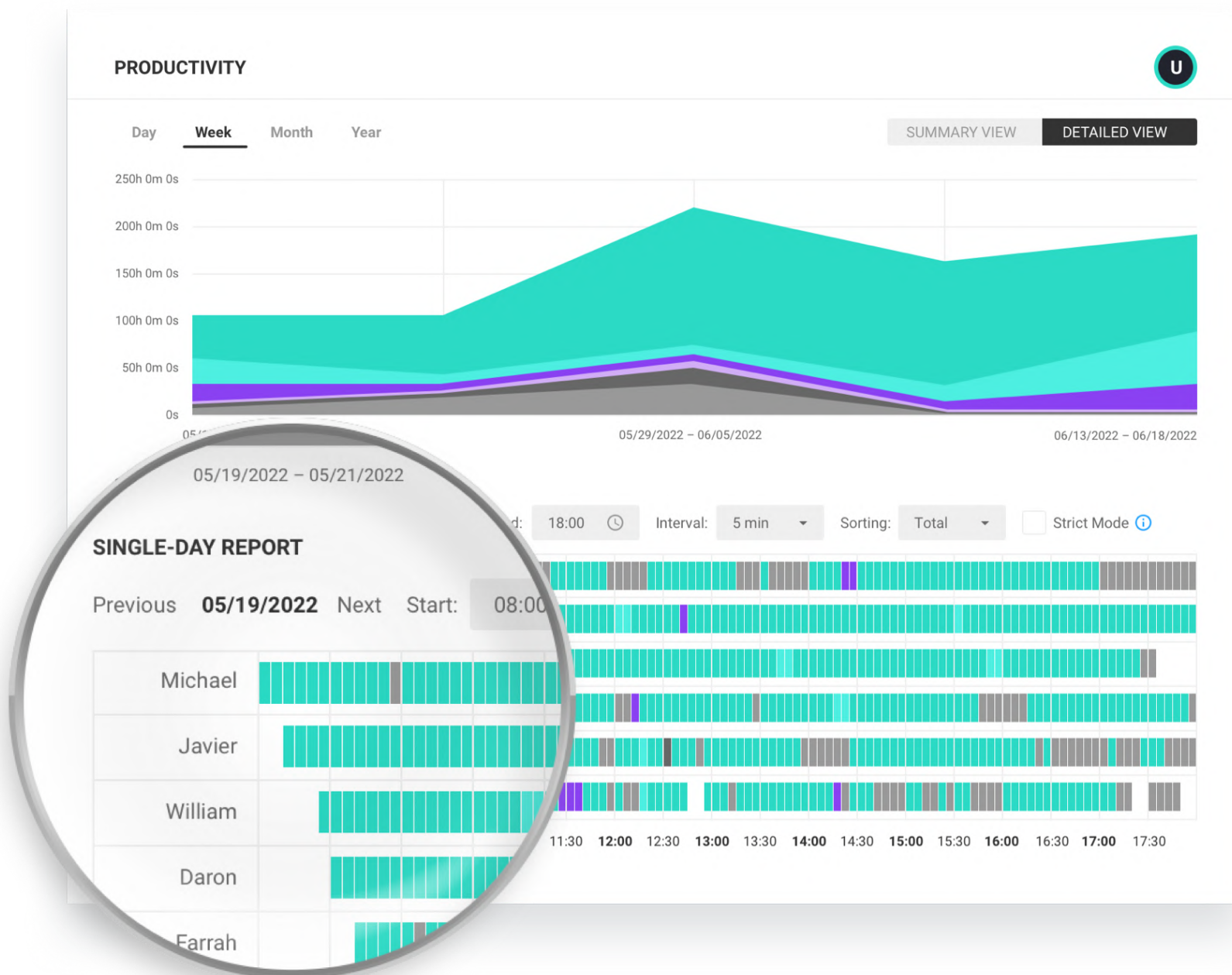
- View the most visited websites by an employee, total time spent on pages, as well as application and website history
- Understand if technology is being leveraged to execute the activities required to achieve your goals
- Uncover apps with redundant functionality to reduce license costs and streamline business processes
- Identify if there are training gaps that exist with certain technologies



8

Working Hours Productivity

Understand productivity trends and patterns and establish baselines



Do you understand the trends and patterns of your organization's work behaviors? ActivTrak's [Working Hours report](#) highlights your employee's first and last activity for each day and provides an overview of their daily activity. This is a great way to establish an operating baseline.

- Compare the total time spent on productive and unproductive activities
- Highlight when your employees are actively working or taking breaks throughout the day
- Use adjustable time intervals to analyze daily productivity for individuals or teams

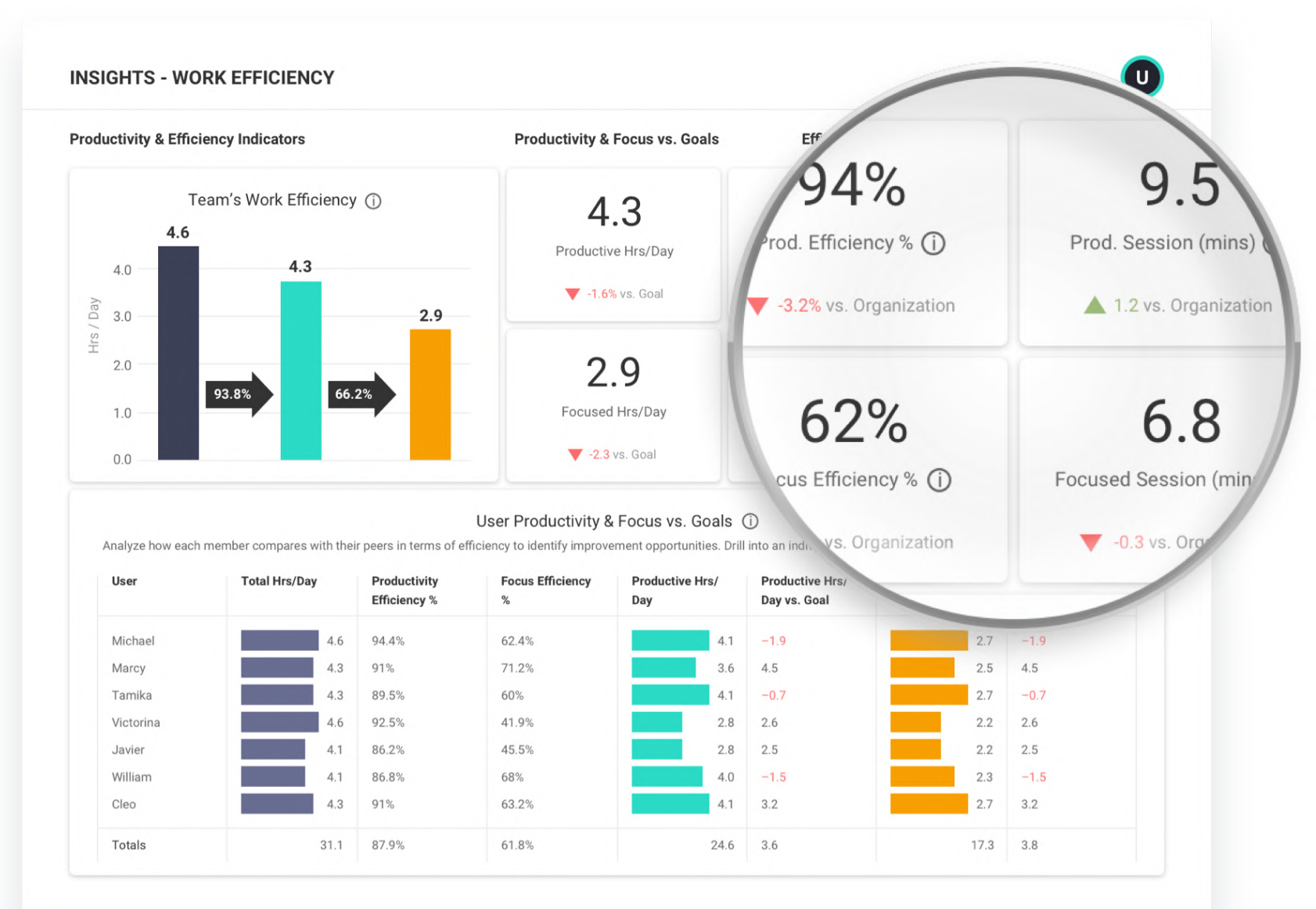
9

Work Efficiency

Understand overall workforce hours and what causes distractions

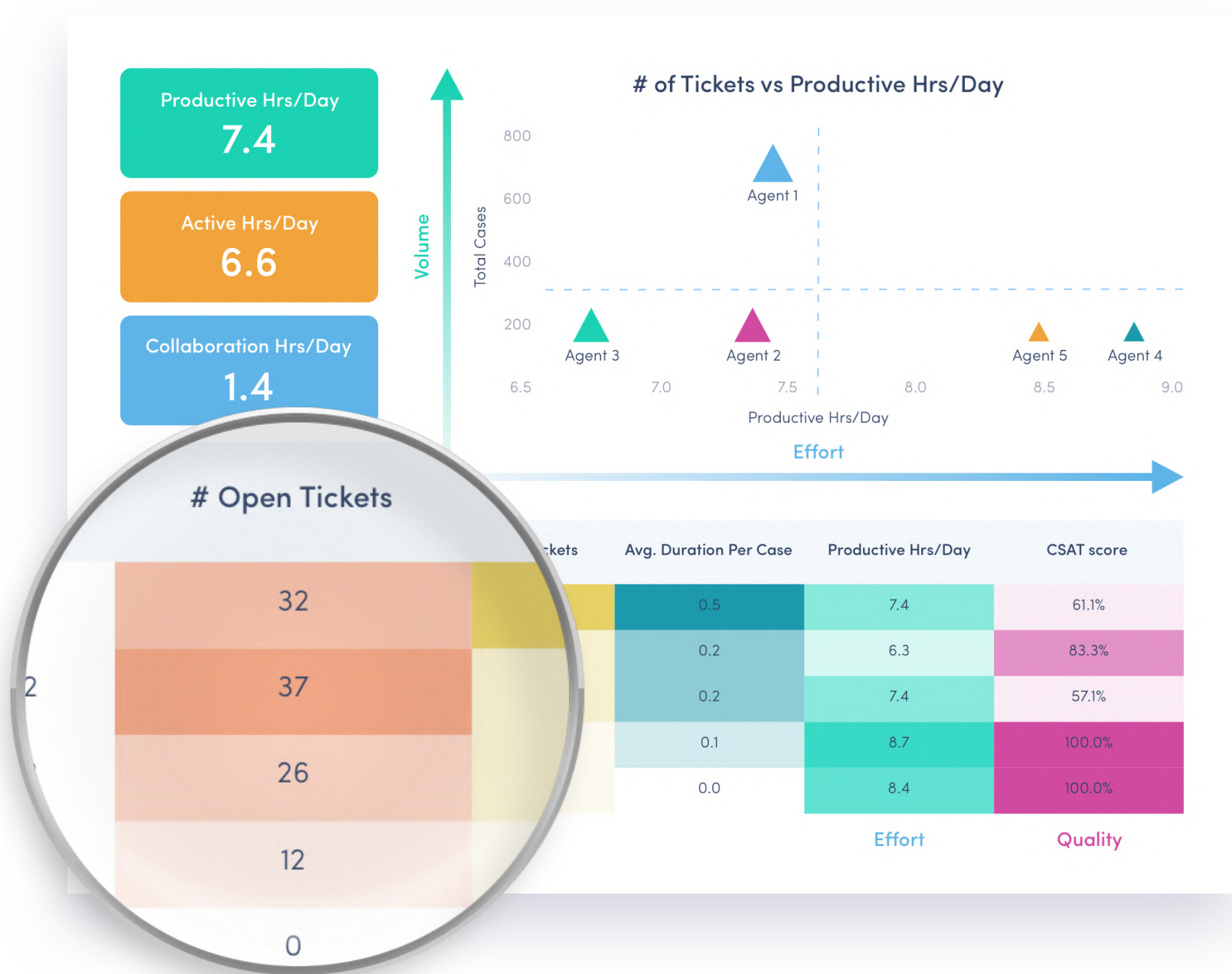
Did you know, according to a recent PwC survey, businesses lose \$600 billion per year to workplace distractions? With ActivTrak's [Work Efficiency report](#) you can compare overall workforce hours to the number of productive and focused hours. You can also easily identify what might be contributing to workplace distractions and unproductive behavior.

- Review productive and focus time to see where distractions can be removed while also teaching your employees better focus habits
- View where time is spent to highlight unnecessary distractions and attention shifts created by inefficient workflows
- Identify the top applications and sites that affect focused work
- Compare productive time to non-business activities to understand how employees spend their daily time



10 Custom Performance Dashboards

Gain deeper productivity insights to improve results



Combine workforce activity data with key data sources to create customized views and dashboards to help optimize productivity throughput and quality. Our APIs enable access to your ActivTrak data to build productivity solutions tailored to your business so you can:

- Create customized views and dashboards with your own BI tools
- Combine ActivTrak data with other business output data to identify patterns driving productivity and results
- Integrate ActivTrak with internal or third-party business applications
- Build a data archive for historical analysis and compliance

See for Yourself

With ActivTrak, you can easily understand if your team has healthy work habits that provide enough focus time for creative thinking, problem-solving and development. [Check out](#) some of the other reports we've developed specifically for you.

Don't have an ActivTrak account?

[Sign up Today!](#)

About ActivTrak

ActivTrak's workforce analytics provide predictive insights that help leaders, managers, and employees build trust, deepen engagement and boost productivity in the modern, hybrid workplace. This work is supported by the ActivTrak Productivity Lab, a global center for ground-breaking research and expertise that leverages data sourced from more than 9,000 customers and over 550,000 users. Based in Austin, Texas, ActivTrak is backed by Sapphire Ventures and Elsewhere Partners and is led by a seasoned team of software industry veterans. To learn more visit: <https://activtrak.com/>.