Available Command Center

PRODUCT DATA SHEET

Available Command Center

The leadership layer above every Available product. One home page that tells you in plain sentences how your customer service is doing, what needs you today, and how each agent is developing — plus one AI console that reads and configures it all.

One home page
Every product's week, trend and alerts in one view

Coaching built in
Goals, suggestions and 1:1 briefs from data you already have

One AI console
Ask, diagnose and configure — every change confirmed by you

Included
With any Available product; no per-seat licences

1 Home — your customer service at a glance

Speaks in sentences

- A greeting and **one line on the week** — not a wall of charts
- Deltas written in words: "edit rate down 2 pts", coloured by whether up or down is good
- Plain volumes stay neutral; no comparison yet says exactly that, never a fake trend

"Needs a look"

- One list across all products, **most severe first** and dated
- Each item's button names where it goes — and **opens it filtered**: the theme, the negative mentions, the voicemail calls of the week
- Examples: score drops, theme spikes, abandoned calls, unfiled voicemails, failed ticket creation, risks from calls, flagged opportunities

A card per product

- **7-day trend line** of the product's headline volume
- Three headline KPIs, each compared with the previous 7 days
- Assistant, Insights, Mentions, Transcriptions and Phone side by side
- A product that fails to answer shows a note — the rest of the page still loads

Coaching card & setup guides

- Open coaching suggestions for your team, straight on Home
- Each product has a **guided setup checklist** until it is live
- Once live, overviews show results only — no lingering setup banners

2 Digests, reports & usage

Daily digest

- Every product's snapshot pushed to you each day
- By **email**, and/or posted to **Slack** or **Microsoft Teams**
- Webhook addresses stored encrypted and shown masked

Weekly reports

- A Monday stakeholder report per product, several with an AI-written summary
- Report history kept in the portal, week by week
- **All recipients managed in one place** — one settings dialog for every product

Usage & cost transparency

- AI activity and consumption across products, month by month
- **Price per unit of work:** what an average ticket, web chat and phone call costs — mean, median and maximum, searchable down to the single ticket, chat or call
- Work that only indexed a ticket (summary, search) is shown on its own line, so averages reflect the tickets AI actually worked

3 Learning — coaching built on real signals

Coaching for team leads that uses only what your Available products already record — no extra forms for agents to fill in. The AI suggests; the leader decides.

Agent scorecards

- One row per agent across products: AI draft accepts and edit rate, CSAT, NPS
- Call quality: negative calls, talk share, interruptions
- Phone: calls answered, average talk time, average wrap-up
- Periods of 30 days, 90 days or all time

Goals

- Measurable development goals per agent or team
- Tracked **live** from scorecard metrics — edit rate, CSAT, NPS, perception gap, call dynamics, phone handle and wrap-up time, first reply to public mentions
- Baseline measured at creation; goals settled automatically when due
- "No data" is shown as no data — never as zero

Weekly coaching suggestions

- Each Monday, every agent's signals are distilled into **praise or concern** suggestions
- Accept (optionally opening a goal) or dismiss — nothing changes on its own
- One suggestion per agent and signal: no duplicate nagging; dismissed stays quiet for 30 days
- Unanswered suggestions retire after 30 days but can still be answered

1:1 briefs on demand

- A two-minute prep per agent: **wins first**, then one focus area
- Builds on the previous brief and does not repeat a win it already made
- **Every claim cited** — sources open the call recording, the Zendesk ticket or the theme in Insights

What the signals cover

- AI draft acceptance and the kinds of edits agents make
- Customer scores and agent-vs-customer perception gaps (Insights)
- **Recurring problem themes** in an agent's rated conversations, e.g. "Delivery › Late"
- Call dynamics and training items from calls; phone handling stats
- Web chats handled (ratings shown separately from volume) and public replies to reviews and social posts

Best practice

- What great looks like at your company: top-rated replies and calls
- Replies an agent edited and the customer then **rated top**, shown beside the AI draft they replaced
- Shown as plain text — the words are what colleagues copy

4 Ask — one AI console for every product

Ask how things are going

- One chat, always one click away in the top bar
- Reads Home, Learning and every product's configuration and statistics
- Answers with numbers and charts from your own data
- Conversations live on the server: close the tab mid-answer and it keeps working; tabs follow you between browsers

Configure by talking

- Proposes changes as cards — settings, rules, action flows, phone routing, survey alerts, goals — and **nothing changes until you press Apply**
- Changes go through the same checks as the portal pages and are recorded under your name
- It can only see and change what you yourself have access to

Diagnose a bad answer

- **"Discuss in Ask"** from any ticket or web chat opens the console on that case
- Reads what the AI had and did, what agents changed, feedback and drafted self-learning fixes
- Starts from the pattern, not a single case — and proposes nothing when the evidence doesn't support a change

Reaching outside

- **Web search and page reading** — e.g. a vendor's API documentation before connecting it
- Tests integrations, connections and carrier tracking with real read-only calls
- Tested results are only reported when a test actually ran

5 Access & administration

Sign-in & roles

- Sign in with **Zendesk** — the first admin creates the workspace
- Members with roles: viewer, member, admin, owner
- Two-step email login links that survive corporate link scanners

The portal inside Zendesk

- Installed from the portal as a Zendesk app for administrators
- Admits only Zendesk admins who are already workspace members
- Webhook activity page per product: every delivery and why it was handled or filtered

6 Example setups — from simple to very advanced

Four fictional companies. The Command Center grows with the products each one uses. Command Center itself is included; only AI usage is added on top of the products' own usage.

SIMPLE Nordic Bikes — webshop, 4 agents, Assistant only

Included + AI usage

"I want to see on Monday morning whether the AI is helping, without opening five reports."

WHAT THEY CONFIGURE

- Available Assistant in Zendesk
- Daily digest by email to the support lead
- Weekly Assistant report to the owner

WHAT HAPPENS

- Home shows tickets worked, adoption and edit rate with the week's change in words
- Thumbs-down feedback lands in "Needs a look"
- Usage shows what an average ticket costs

Command Center included · AI usage only for any Ask console questions · Assistant billed at its own rates

MEDIUM Hygge Home — retailer, 15 agents, Assistant + Insights

Included + AI usage

"Team leads should know who needs coaching and why — from data, not gut feeling."

WHAT THEY CONFIGURE

- CSAT surveys and a perception-gap window in Insights
- Agent scorecards over 90 days
- Goals: "edit rate below 25 %" for two new agents
- Daily digest posted to the team's Slack channel

WHAT HAPPENS

- Each Monday, coaching suggestions per agent — accepted or dismissed by the team lead
- Goals update live and settle on their due date
- Theme spikes open the Insights Explorer on that theme

Command Center included · AI usage: weekly coaching suggestions + Ask turns · Assistant and Insights billed at their own rates

ADVANCED

Fjord Energy — utility, 40 agents, Assistant + Phone + Transcriptions

Included + AI usage

"Our 1:1s take an hour to prepare. And we want phone and email agents coached on the same page."

WHAT THEY CONFIGURE

- Phone and call transcription feeding scorecards
- Goals on phone wrap-up time and interruptions
- 1:1 briefs generated before each monthly 1:1
- Ask console used to adjust phone routing — changes applied after review

WHAT HAPPENS

- Briefs open with wins, then one focus area, every point linked to the call or ticket behind it
- Home flags abandonment spikes and unfiled voicemails, opening Calls filtered
- Best practice shows the edited replies customers rated top

Command Center included · AI usage: 1:1 briefs, weekly suggestions, Ask turns · Phone, Transcriptions and Assistant billed at their own rates

VERY ADVANCED

Scandi Fashion Group — 3 brands, 4 countries, 90 agents, all five products

Included + AI usage

"One morning view for the whole customer-service organisation — calls, chats, tickets, reviews and surveys."

WHAT THEY CONFIGURE

- Assistant with web chat, Insights, Mentions, Transcriptions and Phone
- Daily digest to Teams for leadership; weekly reports per product to each stakeholder group
- Goals per team on CSAT, first reply to public mentions and phone handle time
- Portal installed inside Zendesk for the admins

WHAT HAPPENS

- Home ranks every product's issues in one list each morning
- Coaching covers email, chat, phone and public replies to reviews per agent, including their recurring problem themes
- "Discuss in Ask" turns a bad chat answer into a proposed rule, applied after review
- Usage shows the cost per ticket, per chat and per call

Command Center included · AI usage: briefs, suggestions, Ask turns · each product billed at its own rates (see below)

7 Pricing

The Command Center is **included with any Available product** — no separate licence and no per-seat fees. Home, the daily digest, weekly reports, Usage, scorecards and goals cost nothing extra.

Command Center

Home, digest, reports, Usage	**Included**	with any product
Scorecards, goals, best practice	**Included**	with any product
Coaching suggestions	**AI usage**	per token, weekly run
1:1 briefs	**AI usage**	per token, per brief generated
Ask console turns	**AI usage**	per token

What each product costs

Phone	**0,45 DKK**	per call minute · 210 DKK per number / month
Transcriptions	**0,30 DKK**	per audio minute
Mentions	**2,00 DKK**	per ticket filed
Insights	**0,15 DKK**	per email · 0,60 per SMS segment · 2,00 per follow-up ticket
Assistant	**2,00 DKK**	per action flow run · 4,00 per action performed

All prices in DKK excluding VAT. AI usage is billed per token at 2× the AI model provider's list price. Each product's own data sheet lists its full pricing, including AI usage. Cost per ticket, chat and call is visible in the portal under Usage.

8 Security, privacy & reliability

Area	How the Command Center handles it
Sign-in	Zendesk sign-in; sessions in secure, HttpOnly cookies; email links confirmed in two steps.

Access	Roles and memberships per workspace. The portal inside Zendesk admits only Zendesk admins who are already members.
Changes by AI	The Ask console only proposes; a person presses Apply, and the change is recorded under their name. It sees only what the signed-in user may see.
Coaching	Suggest-only: suggestions and briefs never change anything about an agent by themselves; decisions are recorded with their author.
Credentials	Slack/Teams webhook addresses and other secrets encrypted at rest and shown masked.
Honest numbers	Missing data is shown as missing, never as zero; a product that fails to load is shown as failed, not as "all fine".
Audit	Platform operator access and actions are audit-logged.

9 Part of the Available suite

Product	What it brings to the Command Center
Available Assistant	Tickets worked, adoption, accept and edit rates, web chat outcomes; draft edits for coaching and best practice.
Available Insights	CSAT/NPS, perception gap, themes, alerts and opportunities; recurring problem themes per agent.
Available Mentions	Mentions and reviews, negative share, ticket status; first reply to public posts per agent.
Available Transcriptions	Call sentiment, talk share, interruptions, risks and training items from calls.
Available Phone	Service level, abandonment, callbacks, voicemails; calls answered, talk and wrap-up time per agent.