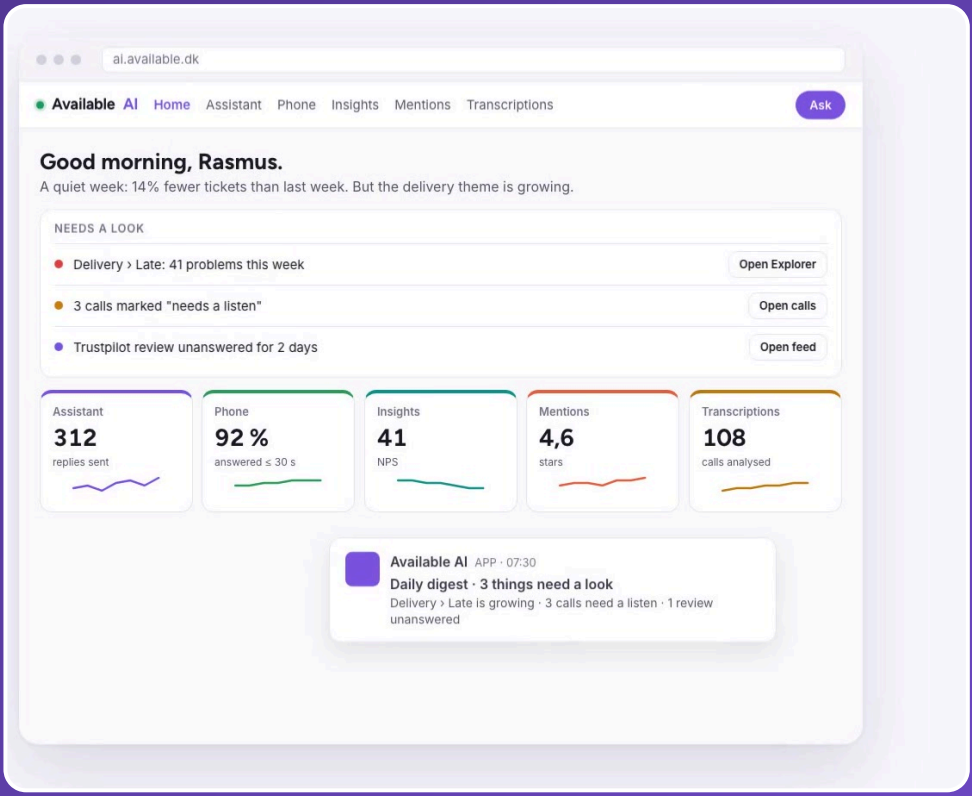
Available Command Center

How your customer service is doing, in plain sentences.

The leadership layer above every Available product. One home page that tells you what needs you today and how each agent is developing, plus one AI console that reads and configures it all. Included with any product.

One home page | Coaching built in | One AI console | Included



1 The problem

Leaders spend Monday morning assembling reports

Five reports, no answer

Each tool has its own dashboard, and none says what needs attention today.

1:1s take an hour to prepare

Signals about each agent are spread across tickets, calls and surveys.

Configuration is a project

Changing a rule, a route or an alert means finding the right setting in the right product.

2 What changes with Command Center

One morning view

A greeting, one line on the week, and one “Needs a look” list across all products.

Coaching from data

Scorecards, goals, weekly suggestions and two-minute 1:1 briefs with every claim cited.

Configure by talking

Ask proposes changes as cards; nothing changes until you press Apply.

3 How it works

1 Use any Available product

Command Center comes with it; Home fills up as products go live.

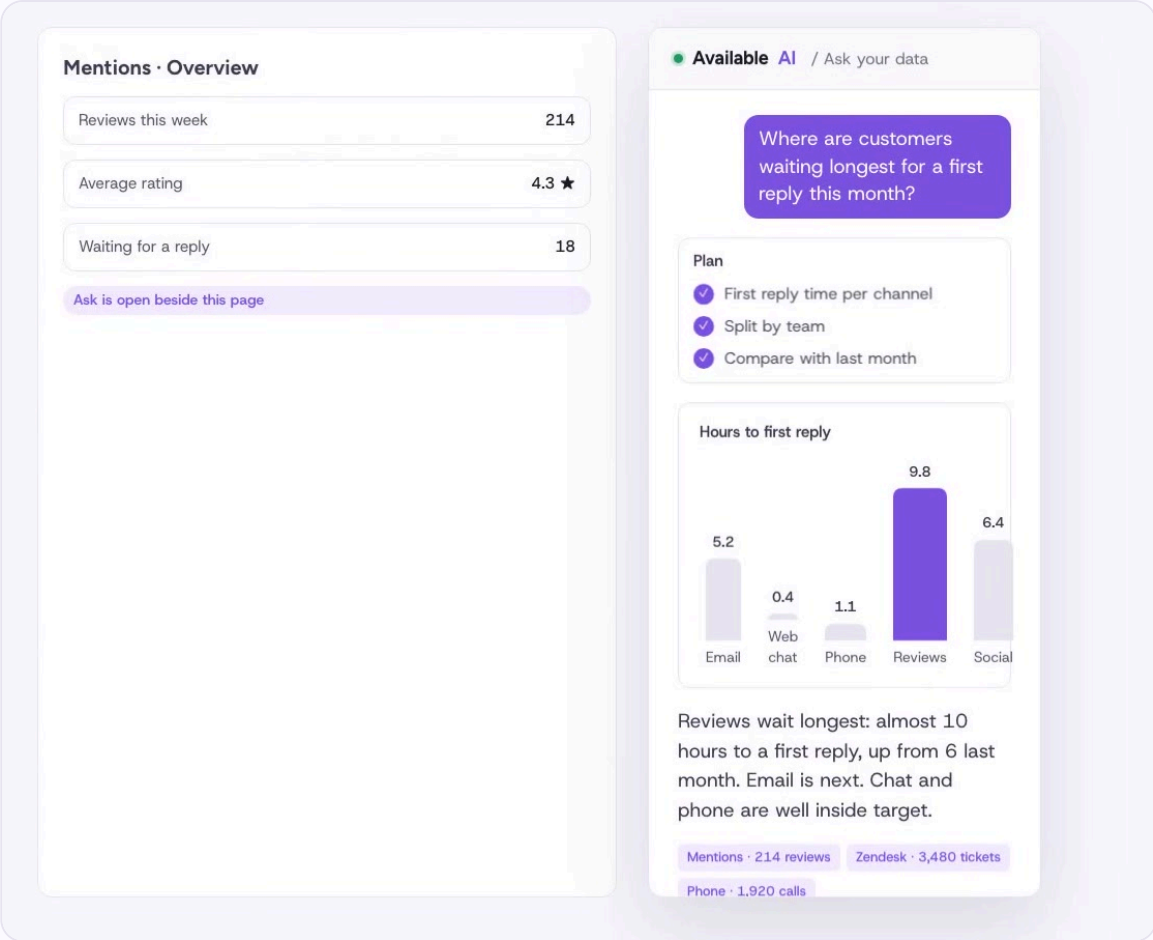
2 Choose who hears what

A daily digest by email, Slack or Teams, and weekly reports per stakeholder.

3 Set goals with the team

Measurable goals per agent or team, tracked live and settled automatically.

See it working in the 1-minute film:
available.dk/en/produkter/film-og-datablade



4 What's inside

Speaks in sentences

"Edit rate down 2 pts", coloured by whether up or down is good.

A card per product

7-day trend and three headline KPIs, compared with the previous week.

Agent scorecards

AI accepts and edits, CSAT, NPS, call quality and phone handling, per agent.

Best practice

Top-rated replies and calls, beside the AI draft the agent improved.

Usage and cost

What an average ticket, chat and call costs, down to the single item.

Discuss in Ask

From any ticket or chat: what the AI had, what changed, and a proposed fix.

Built to be trusted

People decide

Ask only proposes; a person applies, and the change is recorded under their name.

Suggest-only coaching

Suggestions and briefs never change anything about an agent by themselves.

Honest numbers

Missing data is shown as missing, never as zero.

5 In practice

EXAMPLE SETUP

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

Fjord Energy, utility, 40 agents

- Briefs open with wins, then one focus area, every point linked
- Home flags abandonment spikes and unfiled voicemails
- Best practice shows the edited replies customers rated top

A fictional company used to illustrate a typical setup. More examples, from simple to very advanced, are in the data sheet.

PRICING

Included with any Available product. No separate licence and no per-seat fees.

Home, digest, reports, Usage	**included**
Scorecards, goals, best practice	**included**
Coaching, 1:1 briefs, Ask	**AI usage per token**

All prices in DKK excluding VAT. Every feature is opt-in; cost per ticket, chat and call is visible in the portal under Usage.

See Command Center with your own data

Brings together Assistant, Phone, Transcriptions, Insights and Mentions on one page.

Book a demo | Watch the film | Data sheet