Available Dashboards

PRODUCT DATA SHEET

Available Dashboards

The numbers and KPIs you actually steer by, on a screen the whole team can see. Built for the office TV first and phones and PCs second, with your Zendesk data refreshed every minute and boards built around your own KPIs.

TV first
Fits one screen exactly; phones scroll

Refreshed every minute
Zendesk data synced and ready before the board asks

Your KPIs
Boards built for your teams and agents

19 kr. per agent
Per Zendesk instance a month

1 What the boards show

Zendesk overview, ready to use

- **New and solved** tickets and what is **open right now**
- **First reply** (median) and **resolution time** (average)
- **Reopened** tickets
- Each figure compared with the period before

Trends and breakdowns

- New vs solved **per day**
- Tickets per **channel** and per **group**
- **Most active agents**: comments and tickets in the period
- Filters for group, channel and date range

Built around your KPIs

- Boards made for your teams or your agents, not standard numbers
- For example agent KPIs: comments, first reply, resolution time, **SLA breaches** and reopened per agent
- Or a team overview by intent category
- Ten date ranges, from today to the last six months

Numbers that are always fresh

- Your Zendesk data is synced **every minute**
- Boards read precomputed numbers, so they load instantly with no spinner
- Unchanged data costs nothing to re-check, so twenty TVs on one link are no problem

2 On the screen, and in Zendesk

Made for the office TV

- The whole board scales to fill exactly **one screen**
- **Rotations**: several boards shown in turn, with a progress bar
- Screens **reload themselves** after an update and once a night
- On phones and PCs the board scrolls instead

Your look

- Your **colours and logo** per customer
- **Seasonal skins** for Halloween, Christmas, New Year and Easter
- A link can carry its own filters, so each screen shows its own team

In Zendesk's left bar

- An Available Dashboards app in the Zendesk navigation
- Agents open every board without leaving Zendesk
- One click from a board to its TV link

Links you can share

- Each board has its own private link, no login needed for the screen
- Date range and filters are kept in the link
- Rotations have their own link for the TV

3 Pricing

ITEM	PRICE	NOTES
Dashboards	**19 kr. per agent / month**	Per Zendesk instance. Counted as the month's highest number of active agents on any day
Who counts	Agents and admins	Light agents, contributors, API users and bots are not counted
Boards built for you	Quoted	We build boards around your own KPIs

All prices excluding VAT. Prices are indicative; we always make a concrete offer.