Available Dashboards

Your customer service, on the big screen.

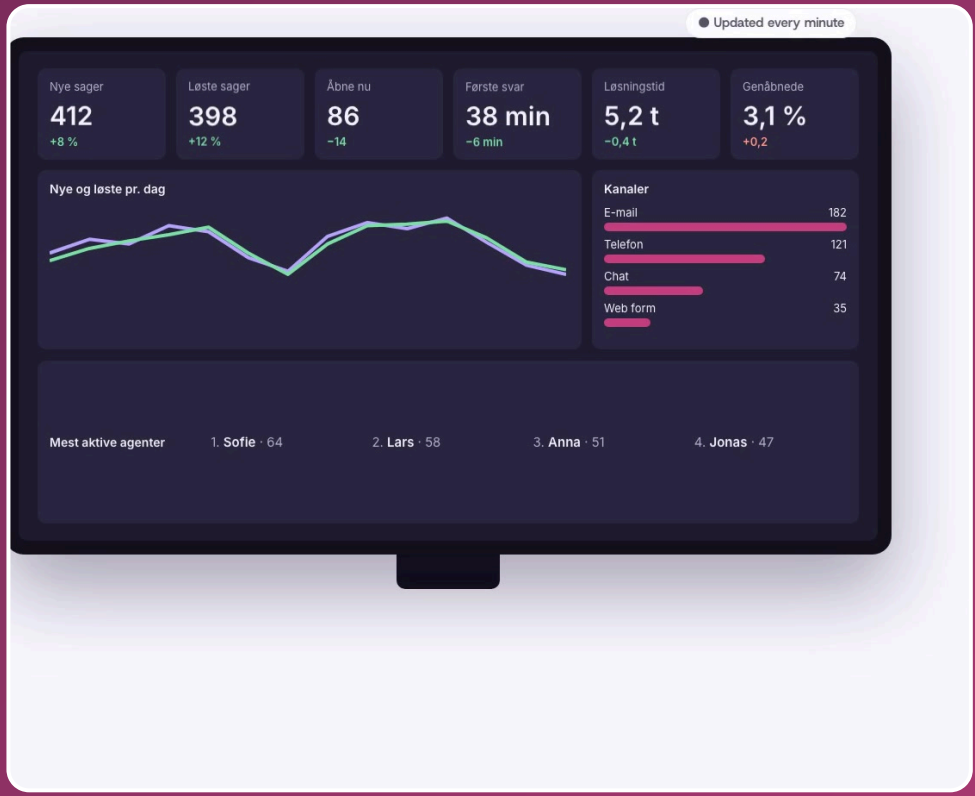
The numbers and KPIs you actually steer by, collected in one place, so leaders and teams can see how it's going and where to step in. Built for the office TV, refreshed from Zendesk every minute, and built around your own KPIs.

TV first

Refreshed every minute

Your KPIs

19 kr. per agent



1 The problem

Everybody asks how it's going, and nobody can see it

Numbers live in reports

The answer is in Zendesk somewhere, but it takes a report and a person to dig it out.

Standard numbers, not yours

Generic dashboards show what the tool measures, not what you steer by.

The team can't see the day

Without a shared screen, nobody notices the backlog growing until it's too late.

2 What changes with Dashboards

✓

One screen for the team

New, solved and open tickets, first reply and resolution time, compared with the period before.

✓

Your own KPIs

Boards built for your teams or agents: SLA breaches, reopened tickets, intent categories.

✓

Always current

Zendesk data refreshed every minute, and boards that load instantly.

3 How it works

1 We connect your Zendesk

Your data is synced every minute into the dashboard. Nothing to install on your side.

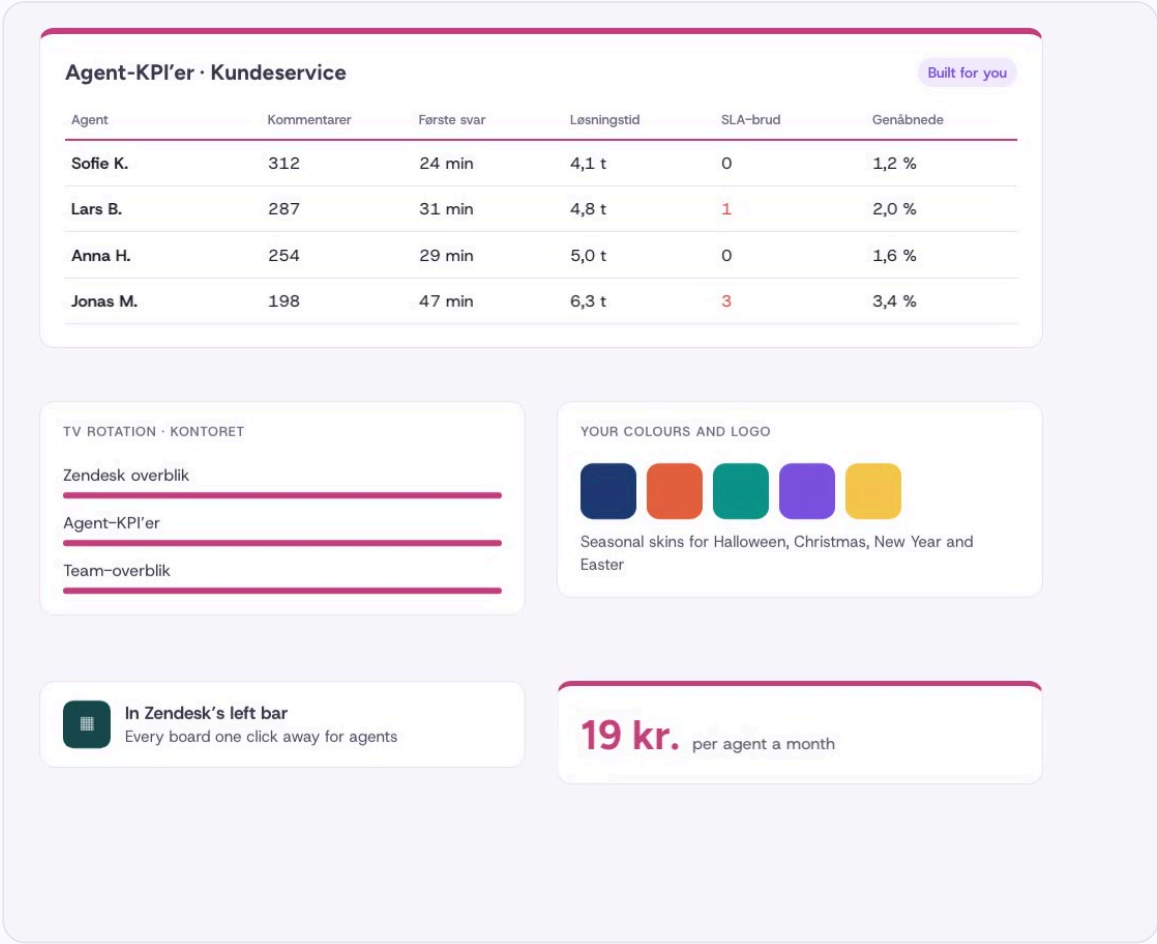
2 We build your boards

Start from the Zendesk overview, and get boards built around the KPIs you steer by.

3 Put it on the screen

Share a link, put boards in rotation on the office TV, and find them in Zendesk's left bar.

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



4 What's inside

Zendesk overview

New, solved, open now, first reply, resolution time and reopened, with deltas.

Trends and breakdowns

New vs solved per day, channels, groups and the most active agents.

Agent and team boards

Comments, first reply, resolution time, SLA breaches and reopened per agent.

TV rotations

Several boards in turn on one screen, scaled to fit exactly.

Your colours and logo

Per customer, plus seasonal skins for Halloween, Christmas, New Year and Easter.

In Zendesk

An app in the left bar puts every board one click away for agents.

Built to be trusted

Fast by design

Boards read precomputed numbers; twenty TVs on one link cost one lookup.

Self-healing screens

TVs reload after an update and once a night, so nobody has to touch them.

Fair counting

Light agents, contributors, API users and bots are not billed.

5 In practice

IN PRACTICE

A TV in the support room, a board per team, and the numbers in Zendesk.

A typical setup

- Zendesk overview and an agent-KPI board in rotation on the office TV
- Each team's screen carries its own filters in the link
- Agents open the same boards from Zendesk's left bar

Boards are built around each customer's KPIs, so yours will look different.

PRICING

Priced per agent, per Zendesk instance. Counted as the month's highest number of active agents on any day.

Dashboards	**19 kr. / agent / month**
Light agents, contributors, bots	**not counted**
Boards built for you	**quoted**

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

See Dashboards with your own data

Pairs with Command Center for the leadership view across every Available product.

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