

Feature Sheet

Command Center

Balance the effectiveness and efficiency of your support from a single interface.



Command Center

Easily evaluate the health of your helpdesk.

As customers increasingly demand more immediate problem resolutions via multiple channels, **LogMeIn Rescue's Command Center** feature helps you monitor your helpdesk and evaluate technician performance. Keep track of key performance indicators, monitor technicians, identify productivity issues and resolve problems in real-time.

CommandCenter									💄 gyz5@3amlabs.com ▾ Log			
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ope 1												
Summa	ary										Autorefresh 💼	
Technic 20 Labelec 28 82,	d items:)	301 available 709 busy		276 MISSED 688 BUSY	 843 RUNNING 326 WAITING 	Avg 00:01:11 Max 00:03:21		g 00:01:11 x 00:03:21		
Table											∉ ⊲ 1-8/42	
TYPE	ID	NAME 🔻	STATUS	AVAILABLE CAI					WAIT TIME MAX	HANDLING TIME A		IE I
22	8434451 11041288	England	Online	47	90	328	43 41	00:08:15	00:11:27	00:02:34	00:05:56	
	9599252	Germany	Online	31	93	274	41	00:04:22	00:11:15	00:01:44	00:19:34	
22	8710101	Central Europe	Online	56	102	415	46	00:07:42	00:08:16	00:01:56	00:03:12	
<u>.ee</u> →I		Austria	Online	32	68	368	36	00:28:52	00:51:27	00:02:56	00:08:51	
± +i	8710150	Western Europe	Offline	37	79	297	22	00:03:22	00:09:32	00:02:14	00:06:16	
÷1	8710150 9599252					1992		00:09:15	00:10:12	00:03:44	00:06:36	
⇒1 ≞t		France	Online	62	82	352	20	00.09.15	00.10.12	00.03.44	00.00.00	

Real-time snapshot

- Better analyze and improve your helpdesk with this easy-to-understand dashboard
- View your team's current capacity, average handle and wait times, the number of active and missed sessions, the percentage of abandoned sessions and more
- Access real-time data from your desktop, smartphone or tablet, so you stay up-to-date on your helpdesk no matter where you are
- Receive notifications when your helpdesk hits customized thresholds, so you know when problems occur and can resolve them quickly

Detailed breakdown

- Identify where issues exist by breaking down metrics by technician group or channel
- View group data including their longest wait time, longest handle time, sessions handled and more
- Drill down to see specific detail about each technician, including the number of sessions closed and channel specific data



To learn more, contact +1.781.897.5580 or sales@rescue.com

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