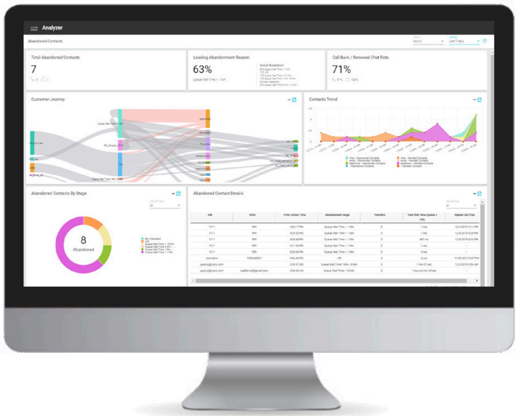
Turn your Webex Contact Center data into clear insights with Analyzer

Customize dashboards with real-time and historical visuals to get a clear view of your contact center's performance and identify opportunities to improve the experience.

Get started and set up Analyzer



Before you begin, ensure your system meets the System Requirements.
You require supervisor or administrator privileges to access Analyzer.

1. Open your Web browser and navigate to the URL provided by your administrator.
2. On the login page, enter your email address and password.
3. Click **Login**.

The Webex Contact Center Analyzer homepage displays repositories containing summaries of all the session and activity data captured for both agents and customers. You can expand a repository tile by clicking its **More details** button to display the details for today, yesterday, this week, last week, this month, and last month.

Watch the video ▶

Boost agent performance and enhance customer experiences

Identify trends: Use Analyzer trends to help agents refine customer interactions and post-call wrap-ups.

Track performance with key metrics like average handling time and first-call resolution. Use count-based reports for aggregated data and value-based reports for detailed activity insights.

Explore reports

Address gaps: Visualize performance trends to identify underperforming agents, then provide targeted coaching, adjust workloads, or offer additional resources.

Create custom dashboards: Tailor views to showcase key metrics, allowing supervisors and agents to clearly see strengths and areas for growth.

Improve processes and reduce costs

Streamline operations: Analyze call durations, wait times, and agent productivity to identify opportunities to streamline workflows and lower costs.

Resource allocation: Identify top-performing agents to be assigned to high-value opportunities.

Automate insights: Schedule reports to regularly distribute performance insights to key stakeholders. This helps managers quickly spot trends and act on potential leads or areas needing improvement.