



## 7 CONTACT CENTER KPIs YOU CAN IMPROVE WITH DIZZION CLOUD DESKTOPS

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Need your remote agents to drive better numbers? Before blaming the people, make sure your tech is setup to enable optimal performance.

[SCHEDULE A DESKTOP DEMO](#)

**1 Net Promoter Score (NPS), Customer Satisfaction**

**Why It's Important**

No-brainer alert. Everyone tracks this KPI as poor experiences with your remote agents can put you out of business. The flip side is also true. Strong engagements lead to loyal customers who grow and refer new business.

**The Desktop Effect**

Contact center applications like Five9 can do incredible things, but are resource-intensive and can be tricky to deliver on a virtual desktop. Without Dizzion cloud desktops, calls can be dropped, interrupted or experience significant lag - bad for NPS.

**2 Customer Effort Score, First Contact Resolution**

**Why It's Important**

When customers need rapid resolution to a ticket or urgent purchase requirement, any delay can seriously damage your relationship. And, while technical glitches are common in today's world, when the heat is on, customers just want it to work - fast - the first time.

**The Desktop Effect**

Cheap / Poorly designed virtual desktops can slow everything down, and can even lead to crashed applications and dropped video calls. Slow content / page loads leave agents out to dry as they try desperately to resolve the issues at hand. Lag can lead to data entry inaccuracies and miscommunication.

**3 Return on Investment, Cost Per Call, Revenue Per Agent**

**Why It's Important**

Another no-brainer. Financially-inefficient contact center operations threaten business sustainability, lead to large-scale employee turnover, and reduce investment in innovation / R&D amongst other issues.

**The Desktop Effect**

Desktops affect every transaction for every agent. If your desktop OS loads 30 seconds slower and you have 1,000 agents, you just wasted 500 minutes of call handling. If data entry is slow with a sluggish app, CPC goes up. More waste, lower ROI.

**4 Productivity: Avg. Call Length, Agent Utilization, Calls Per Hour**

**Why It's Important**

Let's face it. You probably have some great agents, some not-so-great, and a bunch that lie somewhere in-between. With remote agents, management must rely on technology to identify who is who, and then react accordingly for optimal results.

**The Desktop Effect**

Dizzion cloud desktops remove the tech blame game from agent evaluation. Once you have confirmed a minimum Internet connection speed, you know the tech / cloud desktop will be smoking fast - even if it is accessed from an old, personal device. With Dizzion, the numbers are what they are.

**GIVE YOUR REMOTE AGENTS THE BEST CHANCE FOR SUCCESS**

- ✓ Built for contact center apps / CCaaS: only Five9-certified DaaS on the market.
- ✓ Lightning fast desktop OS and application load times.
- ✓ Maximum streaming quality for optimal customer engagements.
- ✓ Built-in protection against theft, data breaches and compliance violations.

**SCHEDULE A DEMO**

*"...To bring greater business value from IT, you have to take user satisfaction and your users' needs into consideration, first and foremost. It's about trust and being able to meet basic user needs; if your users' basic needs aren't being met, they won't trust you to introduce new, cutting-edge and innovative technology, and they won't use it,"*

Simon Chapleau, CEO - Green Elephant

**5 Agent Onboarding Time, New-Agent Setup Time**

**Why It's Important**

Agility is more important than ever when it comes to contact center operations and recruiting. Companies try to spike into on-demand resources to be financially efficient without sacrificing quality / losing revenue.

**The Desktop Effect**

The time it takes to get a new agent ready to produce is critical. Supply chain delays are non-starters. Waiting for IT to launch a new virtual desktop / remote agent environment may take hours or even days. With Dizzion, new agents are onboarded in minutes, fully tech-ready to add value. Just add training.

**6 Users Per Desktop, Desktop Concurrency**

**Why It's Important**

By controlling Cost of Goods Sold (COGS) your business will have more margin to play with and as a result, can get aggressive on pricing. A common "budget waster" is assigning dedicated desktops to every agent.

**The Desktop Effect**

Dizzion cloud desktops offer the ability to drive up to six-to-one concurrency, meaning six users for a single cloud desktop. This is perfect for shift transitions or temporary workers / contractors. Even if your overall concurrency is two-to-one, you have cut your virtual desktop cost in half.

**7 Risk Mitigation, Loss Prevention, Audit / Compliance Performance**

**Why It's Important**

Agents introduce significant risk (data privacy and security, theft) to contact center operations / organizations when working remote. This intensifies with HIPAA, PCI-DSS and GDPR regulations and personal devices.

**The Desktop Effect**

Dizzion is fully HIPAA, PCI-DSS and GDPR compliant and offers managed desktop compliance to customers as a Performance Add-on (Dizzion handles 65% of controls). And, with zLink BYOD, companies stay compliant even when agents use personal devices to access tools, process data.



*"Dizzion enables us to respond faster and more effectively to unpredictable business change. Their proven global performance means our steak experts are able to deliver the same best-in-class service, working from home."*

**Omaha Steaks Makes the Holidays Tastier with Dizzion Managed Cloud Desktops.**

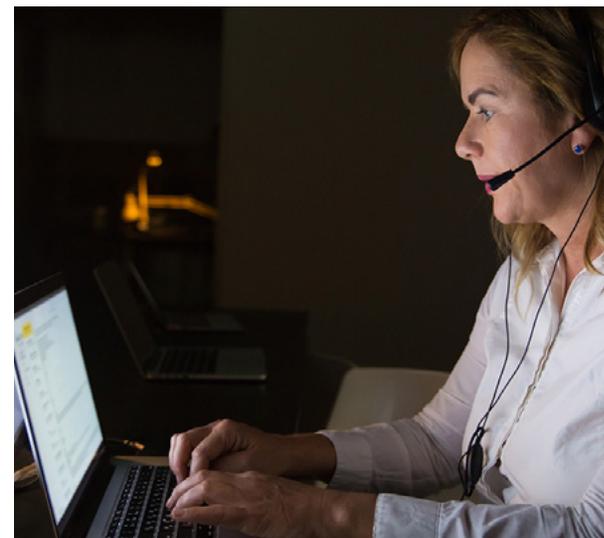
**Challenges**

- Scalability / Agility: large, seasonal demand spikes
- Drive customer satisfaction amidst peak volume
- Maintain rigorous security & compliance controls

**Dizzion DaaS Complete (1,250 Desktops)**

- Cloud desktops + zLink BYOD (no endpoint cost)
- Reduced agent onboarding time, increased speed
- Increased productivity, reduced desktop support

[READ THE SUCCESS STORY](#)



NEED MORE INFO? EMAIL [SALES@DIZZION.COM](mailto:SALES@DIZZION.COM)



# WORK FROM [ANYWHERE]. BUSINESS AS USUAL.

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Find out more at [Dizzion.com](https://Dizzion.com)

