UNIVERGE BLUE®
CONNECT

SERVICE ADOPTION DASHBOARD

UNIVERGE BLUE CONNECT SERVICE ADOPTION DASHBOARD FREQUENTLY ASKED QUESTIONS (FAQS)

Discover How You Can Get the Greatest Value Out of Your Cloud Communications Solution

How do you know if your employees are actively taking advantage of all the great productivity-enhancing features of NEC's UNIVERGE BLUE CONNECT? With CONNECT's informative Service Adoption Dashboard and the high-level insights it provides on how much your workforce is utilizing CONNECT services such as Voice, Chat, Meetings, and Desktop and Mobile Apps, it helps you understand the adoption rate to ensure your business gets the greatest value out of your powerful communications platform.

WHY SHOULD I CARE ABOUT THIS NEW CONNECT SERVICE ADOPTION DASHBOARD RELEASE?

As a key stakeholder in improving employee productivity, you want to get the greatest value from your cloud communication solutions. NEC is bringing to the forefront an informative Service Adoption Dashboard to provide insights on which collaboration services their users are actively using such as Voice, Chat, Meetings, and Desktop and Mobile Apps. The CONNECT Service Adoption Dashboard provides a quick summary-level view on the activation and active usage rate of these services to help businesses identify opportunities to gain more value/productivity from CONNECT.

WHAT KIND OF INSIGHTS DOES THIS CONNECT SERVICE ADOPTION DASHBOARD HAVE?

This is a great feature for the implementation and onboarding process. This Dashboard will help you see which collaboration channels are the most popular amongst your users and will help guide future conversations on how to drive greater value from CONNECT. Insights this Dashboard provides include:

> Exploring usage and adoption rate trends
> Activation rate over a certain period
> Adoption rate over a certain period
> Active rate over a certain period

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HOW MUCH DOES IT COST?

There is no additional charge for the CONNECT Service Adoption Dashboard, and it will be available in UNIVERGE BLUE CONTROL PANEL for North American customers with a CONNECT subscription.

WHERE CAN I FIND THE CONNECT SERVICE ADOPTION DASHBOARD?

It can be accessed through the UNIVERGE BLUE CONTROL PANEL, under CONNECT. You then click the "Reports and Analytics" button and from there, you will see the "Service Adoption Dashboard" button.

HOW DOES THE CONNECT SERVICE ADOPTION DASHBOARD WORK?

The CONNECT Service Adoption Dashboard is an analytics and reporting Dashboard that uncovers actionable insights into how CONNECT services and its various apps are being adopted, and utilized, to ensure that you are getting the greatest return on investment from your communications software.

To do so, your admins:

> Log into the UNIVERGE BLUE CONTROL PANEL
  • Only users who can access the "Reports and Analytics" tab within CONTROL PANEL, usually CONTROL PANEL Admins can gain access
> Open the CONNECT tab
  • Click on the "CONNECT" tab of services when in CONTROL PANEL
> Select the Reports and Analytics Tab
  • Inside the CONNECT section, click on the "Reports & Analytics" tab
> Click on the "Service Adoption Dashboard" Button
  • Once selected, a summary-level Dashboard will display key metrics on the activation and active use of the following CONNECT services: Voice, Chat, Meetings, and Apps
> Select the desired date range
  • Click on the "Re-Prompt" date button towards the upper left-hand corner to select the specified date range
> View the CONNECT Service Adoption Dashboard to uncover useability and adoption insights
  • Once selected, the Service Adoption Dashboard will run the defined date range and the Dashboard will propagate

HOW ARE THE ADOPTION OF SERVICES BROKEN DOWN AND WHAT ARE THE DEFINITIONS OF EACH?

The adoption of services is broken down into three user segments and are defined as:

1. **Enabled User:** A user who has access to the services, but has not done so yet
2. **Activated User:** A user who has used a service or the apps (desktop or mobile) at least once
3. **Active User:** A user who has used the service at least once in the last 30 days

WHAT DOES THE UPPER PORTION OF THE DASHBOARD REPRESENT?

It represents the Overview, which displays the high-level, most current totals of "Enabled, Activated and Active Users" of the account and by CONNECT services type.

WHAT DOES THE BOTTOM PORTION REPRESENT?

The bottom half of the Dashboard represents the usage metrics of either Voice, Chat, Meetings, or Apps. It shows an in-depth view of a specific service and its exact count or percentage of its usage rate between an "Activated User" or "Active User".

IS THERE A MORE DETAILED VIEW OF DATA?

Yes, click the three ellipses button next to either the "Activated User" or "Active User" and click on the "Show Data" button and it will show the graph in a table format with the exact user counts during that defined date range.

HOW IS THE ACTIVATION RATE CALCULATED?

The activation rate is simply the percentage of "Enabled Users" who have used a specific service at least once. For example, if you have 100 voice-enabled and 25 of them have used it at least once, then the activation rate would be 25% (25 out of 100 users have used it).

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HOW IS THE ACTIVE RATE CALCULATED?

The active rate is simply the percentage of "Enabled Users" who have used a specific service more than once. For example, if you have 100 voice-enabled users and 45 of them have used it in the last month, then the active rate would be 45% (45 out of 100 users have used it).

HOW FREQUENTLY IS THE DATA IN THE DASHBOARD UPDATED?

Adoption data is taken as a daily snapshot and is updated once per day. When you view the Dashboard, you are seeing the state of adoption as per the last 24 hours.

CAN WE SAVE THESE DATA FINDINGS?

Yes, under the three ellipses button next to either the "Activated User" or "Active User", press the "Export" button to save to either a PDF or Spreadsheet format.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or:

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