

Be the first to know about customer incidents with the Intermedia Unite Envision™ Partner Dashboard

The Partner Dashboard is an interactive tool which enables Intermedia partners real-time visualizations of call quality issues for their entire customer base - from just a single view.

- Set custom alerts and notifications
- Visualize all your accounts in one place
- Provides fastest possible incident response



PROACTIVE INCIDENT MONITORING

The Envision Partner Dashboard recognizes and reports negative *trends*, as well as *individual instances* of call quality issues for all of your Unite customers from just a single map.

Notifications are sent to the managing partner and/or administrator via email and SMS, according to your custom settings and thresholds.

PARTNER DASHBOARD BENEFITS

- **Real-time monitoring** assures partners of the latest information helping them to make better decisions.
- **Self-service visualizations** reduce time and resources spent diagnosing problems using traditional support methods.
- **Proactive alerting** notifies partners immediately when a customer incident is sensed, reducing response times and adding value.

Quality event detected on the following account!

This is a notification about an event that is affecting one of your accounts. Below you will see the details of the event and the account that is affected.

Account name	Henderson Inn
Company name	Henderson Inn
Location	Destin
Incident	Poor calls is
Start time	27 Feb 2019

Voice Quality Alert
Account: Waterside
For more information, log into the Intermedia Partner Portal

13:16

Voice Quality Alert
Account: CTECH-NFR
For more information, log into the Intermedia Partner Portal

13:23



J.D. Power 2018 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Intermedia Unite, SecuriSync, VoIP Scout, AnyMeeting and HostPilot are either trademarks or registered trademarks of Intermedia.net, Inc. in the United States and/or other countries.

Contact us to learn more: **888.299.2522**
resellers@intermedia.net

