

VirtualPBX Launches Actionable Insights for Contact Center Teams with Personal Dashboards and Occupancy Rate Metrics

New analytics tools empower agents and supervisors to optimize performance, staffing, and wellness in real time.



SAN JOSE, CA, UNITED STATES, June 3, 2025 /EINPresswire.com/ -- VirtualPBX,

a leader in business communications solutions, today announced the release of two powerful features for its [Contact Center](#) product: Personal Dashboards and Occupancy Rate analytics. These new capabilities deliver actionable insights designed to elevate agent performance, operational efficiency, and workforce wellness.



Occupancy Rate is one of the most important metrics in contact center management. It helps leaders make smarter staffing decisions, safeguard team wellness, and deliver better service to customers."

Linh England, Chief Product Officer

Real-Time Insights, Right Where Agents Work

The new Personal Dashboard, available directly in the Contact Center Web Phone, gives individual agents a live snapshot of their own performance. Built on the success of the [supervisor-level Dashboards](#) feature—used to monitor team activity and manage workforce performance—this new tool brings similar insights to the individual level. With personalized KPI tracking, call distribution visibility, and missed call management, agents are now equipped to stay aligned with team goals and proactive in their customer

engagement.

"We built Personal Dashboards to give every agent a command center for their own success," said Linh England, Chief Product Officer. "By putting real-time metrics where they're already working—in the Web Phone—we're helping frontline teams stay informed and in control."

Key dashboard features include:

- Custom Tiles – Track personal call metrics and KPIs in real time
- Queue Grid – Monitor live queue activity and optimize call handling
- Unreturned Call Grid – Stay on top of follow-ups with a list of missed or unanswered calls

Occupancy Rate: Smarter Staffing, Healthier Teams

Also launching today, the Occupancy Rate metric gives supervisors a clearer view into how agent time is spent—working versus waiting. By helping teams balance workloads and prevent burnout, Occupancy Rate adds a vital layer of intelligence to [call center staffing](#) and scheduling decisions.

Defined as the percentage of time agents spend actively engaged (on calls or tasks) relative to their total time on duty, the metric helps identify whether teams are underutilized, well-balanced, or stretched too thin.

About VirtualPBX

Founded in July 1997, VirtualPBX delivers premium Business Phone, VirtualText, AirDial POTS Replacement, The Work Browser, and Contact Center for our customers, who work in the office, remotely, and everywhere in between. We offer more than just products and services; we make your business better with quality customer care and 24/7 support.

Use cases include:

- Optimizing Staff Levels – Ensure teams are neither idle nor overloaded
- Improving Schedules – Align breaks and shifts with peak demand
- Tracking Team Health – Spot early signs of fatigue or burnout
- Evaluating Operations – Identify trends and performance gaps over time

Both features are available today as part of the VirtualPBX Contact Center suite, with no additional cost to current customers on applicable plans.

Rachel Anderson

VirtualPBX

+1 888-825-0800

[email us here](#)

The image displays two screenshots of the VirtualPBX interface. The top screenshot shows a 'Team Dashboard' with four main metrics: Active Calls (3), Incoming Calls (37), Outgoing Calls (29), and Abandoned Calls (3). It also features 'Answered Calls' (32), 'Tagged Calls' (28), and 'Total Talk Time' (02:21:14). The bottom screenshot shows the 'Agent Summary' page, which includes a table of agent performance and a configuration panel for the 'Occupancy Rate' metric.

Team Dashboard

Metric	Value
Active Calls	3
Incoming Calls	37
Outgoing Calls	29
Abandoned Calls	3
Answered Calls	32
Tagged Calls	28
Total Talk Time	02:21:14

Agent Summary

Agent Number	Agent Name	% Occupancy Rate
1001	Luca Kumar	90.1%
1002	Ali Anderson	60.3%
1003	Kai Davis	74.1%
1004	Alex Gonzales	82.5%

Available Fields

- Agent Times
- Agent Times (%)
- % Occupancy Rate

Chosen Fields

- Agent Number
- Agent Name
- Total Time on Duty
- Total Ready Time

% Occupancy Rate
The occupancy rate is the number of Total Time on Duty - Total Ready Time as a percentage of Total Time on Duty.

Visit us on social media:

[LinkedIn](#)

[Instagram](#)

[Facebook](#)

[YouTube](#)

[X](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/818271482>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2025 Newsmatics Inc. All Right Reserved.