

Wallboard - real-time call centre monitoring tool

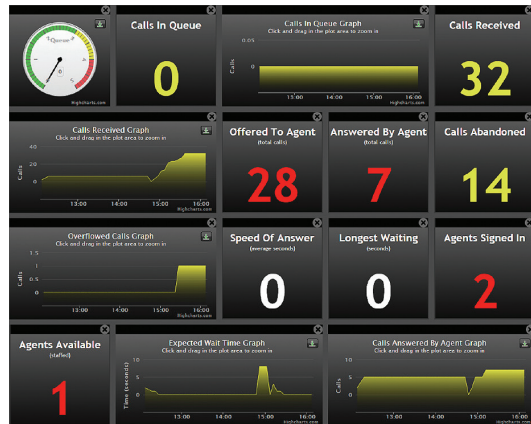
Wallboard is a group level feature that allows businesses to monitor and display real time and historical statistics on the performance of their call centres and agents.

Overview

By adding the Wallboard application to a call centre ACD, you can view key statistical information on the performance of your call centres.

Wallboard is customisable and allows you to define what statistics they want to view. In addition, performance targets can be set and Wallboard will then alert the user when targets are not being met.

Wallboard can be added to a call centre ACD in a matter of seconds. Once deployed, Wallboard is accessible from a web browser, which means no applications need to be installed on local devices.



Highlights

Accessible from anywhere

As a web application it can be accessed from any location or device that has an internet connection.

No additional equipment needed

As a web-based software application it will display on existing PCs or can be projected onto a monitor.

No installation required

As it is accessed from a web browser, you won't need to install it on any local equipment.

Real-time call handling statistics

Allows you to monitor both real-time and historical statistics on queues and agents.

Simple clear display

Provides key information in a simple, clean, graphical display.

Snapshot reporting

Download graph snapshots as PDF or image.

Monitor performance

Customisable performance thresholds trigger automatic alerts when levels are breached.

Statistics

- Number of calls in queue
- Longest waiting call
- Expected wait time
- Average speed of answer
- Average handling time
- Calls received
- Calls answered
- Calls abandoned
- Calls offered to agents
- Calls overflowed
- Calls released
- Calls stranded
- Calls transferred
- Agents assigned total
- Agents signed in total
- Agents available total
- Agents unavailable total

For more information, including pricing, please contact your Customer Account Manager.