



vBOARD Datasheet

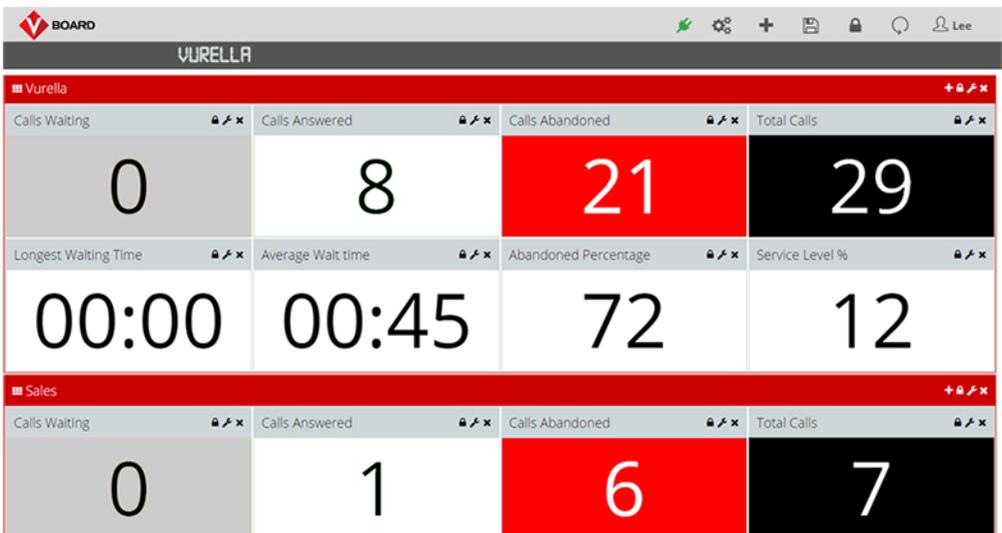


BOARD

Introduction

This soft wallboard solution can turn a small ACD system into a high-end call centre by offering 'live' call statistics which provide an immediate representation on how your call centre is performing and particularly where it may be under achieving.

The product has been designed to operate in the cloud, or as an on-prem application, which can be installed via Windows and connected to a wall mounted monitor in your call centre. Alternatively, it can also be accessed directly via a web browser so that supervisors can monitor their call centre and receive up to date notifications when calls are not being dealt with efficiently.





How does it work?

Configuring the wallboard is easy. You start by creating a queue for each of your ACD groups and then apply the appropriate DDI number to each queue. You now select the queues you have created and choose the stats that you want to display. If required, you can also include a summary queue which will display the combined statistics for multiple queues.

Each statistic is displayed in its own separate tile, along with the relevant heading. The wallboard then monitors the numbers associated with each of your queues and updates the on screen statistics accordingly. While choosing the appropriate stats you can also apply a threshold to each, which can be configured to flash the tile and play an audible sound when the threshold is broken.

Alarms

Each statistic that you choose to be monitored, can be configured to include an alarm threshold. When a statistics threshold is broken, the tile will flash according to the colours of your choice. The alarm is also displayed on the LED ticker tape which can be displayed at the top or the bottom of the wallboard.

In addition to the tile flashing, the ticker tape LED will also display an associated message. Each tile can also be configured to play a sound, so that Agents can be alerted to a potential issue even when they are not looking directly at the wallboard.

Summary Queue

Your call centre may handle calls that arrive into multiple queues and although each queue can be configured to display its own specific stats, vBOARD includes a summary queue which can display the combined stats for multiple queues.

Creating a summary queue is easy. Simply select the summary queue option, choose the queues that you would like to see as part of the combined stats and the board is displayed automatically. As with a standard queue, you can also choose the stats that you wish to display on the summary queue and can configure alarms here too, which can be used to inform the supervisor of the overall call center performance, rather than only at queue level.



Personalised Layout

When choosing the stats to be displayed, you can add that personal touch by selecting the tile heading, font and statistic colours, as well as changing the font sizes and styles. You can even select the colours that you want the tile to flash when a threshold is broken and an alarm is raised.



Ticker Tape

The vBOARD ticker tape feature is used to display both alarms and bespoke messages which need to be broadcast to all agents. The ticker tape is presented in the form of a scrolling LED and is automatically updated when an alarm is raised or a new message is broadcast.



Service Levels

To ensure your call centre is meeting the expected performance levels, vBOARD also includes a service level stat, which allows you to monitor the ratio of calls that have been answered and abandoned. If the level you configure is exceeded, an alarm can be raised in the normal manner.

Feature Summary

Typical Statistics

- ◆ Calls Waiting
- ◆ Calls Answered
- ◆ Calls Abandoned
- ◆ Longest Waiting Time (Live)
- ◆ Total Calls
- ◆ Personalized Service Level & more...

Software Features

- ◆ Manage Statistics by Queue
- ◆ Display multiple statistics for each queue
- ◆ Summary Queue (Combined stats of selected queues)
- ◆ Personalize each stat (Name, Colour, Font & Threshold)
- ◆ Configure Thresholds (Tile flashes when broken)
- ◆ Configure to use ACD or standard Hunt Groups
- ◆ Message (LED Ticker Tape)
- ◆ Access on the fly via your web browser
- ◆ Stats are reset automatically overnight
- ◆ Bespoke Historical Reports (Upon Request)

Requirements

- ◆ Windows 8 64Bit or Server 2012 64Bit
- ◆ OmniPCX Office Release 9.2 (or above)
- ◆ OmniPCX Enterprise - Release 10.x (or above)
- ◆ ACD or Standard Hunt Groups
- ◆ CSTA Licenses for chosen platform
- ◆ See Hardware & Software guide for full specifications

