

QuickVIEW

Introduction

Built exclusively for the OmniPCX Office, this soft wallboard application can turn a small ACD system into a high end call centre. It can run on a PC or a plasma monitor and will display all of the common statistics to optimise the performance of your call centre.



How does it work?

Configuring the Wallboard is easy. You start by creating a queue for each of your ACD groups and provide each queue with the appropriate telephone number. You then select the queues you have created and choose the statistics you want to display for each queue. Each of your chosen statistics is displayed in its own separate tile along with the relevant heading. The wallboard then monitors the telephone numbers associated with each of your queues and when a call arrives the Wallboard updates the on screen statistics according.

Typical Statistics

The wallboard includes all of the statistics you would want to monitor in a busy call centre, some of which include:

- Total Calls Waiting
- Average Ring Time
- Total Calls Answered
- Longest Waiting
- Total Calls Abandoned
- Abandoned Calls Percentage



Application Features

- Call Statistics that summarise the status of your call centre in a instant
- Agent Statistics that summarise the availability of your agents
- Can monitor several ACD groups and provide statistics simultaneously for each
- Can save your layout so that your statistics are displayed in the same position each time you launch the Wallboard.
- Provides the ability to automatically and manually arrange your tiles.
- Provides thresholds that alert your call centre agents by flashing on/off when the threshold is broken.
- Provides the ability to change the colours of each tile to make it quick and easy to identify statistics.
- Can run multiple wallboards from one wallboard simultaneously
- Can automatically reset statistics at night so that stats are set to zero when agents arrive.

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