

CALL CENTRE

Wallboard



01 | What is this wallboard?

The Contineo Wallboard is a PC-friendly, lightweight, easy-to-install and cost-effective ACD wallboard for the Contineo Call Centre solution.

02 | What you see is what you get

The benefits of the Contineo Wallboard are in plain eyesight. They include:



The wallboard displays live statistics of a Contineo Call Centre



Multiple queues can be monitored on a single wallboard



Up to 5 remote users can make a browser connection to the host PC*

**This mirrors the information of the currently active wallboard. This allows managers to monitor the state of the call center and the performance of their agents, irrespective of their location.*

03 | The stats speak for themselves

Statistics that inform and empower your business efficiency are available by the categories of both queue and agent. For example:

Queue level statistics

Agents available

Number of agents available to take a call

Average queue time

Average time a call was ringing before it was picked up

Average talk time

Average time an agent spent on a call (excluding ring time)

Abandoned average wait

Average time a call was ringing before it was abandoned

Answered average wait

Average time a call was ringing before it was answered

Abandoned calls

Calculate percentage of abandoned calls based on total number of calls

Answered calls

Total number of answered calls

Calls in queue

Displays current number of calls waiting

Abandoned calls

Displays number of abandoned calls

Busy agents

Number of busy agents (i.e. agents currently on a call)

Longest wait

Longest caller wait time

Agent level statistics

Agent name

Name of agent in queue

Agent status

Available, on call, unavailable, signed out, signed in, wrap up

ACD calls

Total inbound queue calls received by agent

Outbound

Total outbound calls made by agent (includes internal calls)

Average ACD call time

Average time of calls by agent (excluding ring time)

Average wrap-up*

Average time spent in wrap-up status by agent

04 | A room, with a view

Up to date statistics are critical, but not all call centre operations are carbon copies. Contineo offers a range of wallboard layouts to display the key metrics that are most relevant to your particular environment and business.

To further enhance your call centre, Contineo offers these great complementary services:

✓ CALL RECORDING

Ensure that your business is compliant with regulatory requirements, and, manage your customer experience with agent review and quality control capabilities.

✓ CRM CONNECTOR

Use our CTI connector to integrate popular CRM solutions with your call centre offering.