

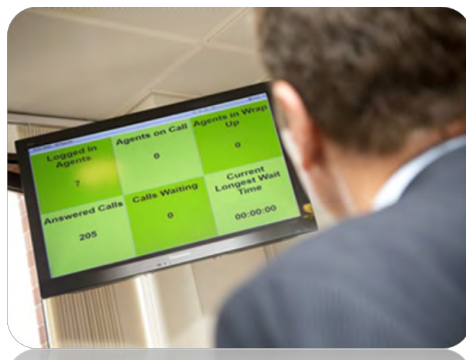
## Office Wallboard

### BENEFITS

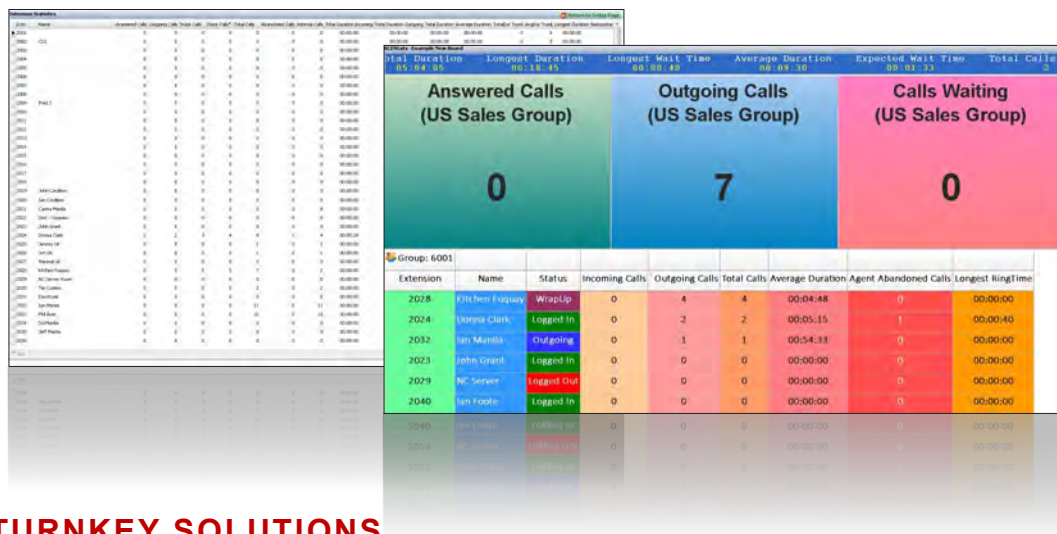
- Measure Staff Performance
- Monitor Site Performance
- Increase Customer Satisfaction
- Improve Call Handling Times
- Increase Productivity
- Increase Efficiency
- Improve SLA
- Live Campaign Tracking

### FEATURES

- Monitor Site Performance
- Monitor Group Performance
- Monitor Agent Performance
- Campaign Performance
- Display on TV(s)
- Add Cameras
- Add Webpages
- Add Clocks
- Alarm Tiles
- Run Leader Board for Top Callers



Office Wallboard is one of the most effective ways to increase productivity within the workplace. A non-invasive way to highlight those who drive themselves as well as a polite way to push those who might tend to idle. Introducing wallboard is always positive and provides the ability to offer incentives to drive productivity. Wallboard often introduces a competitive side of staff which more often than not helps them to increase their numbers for self satisfaction.



### TURNKEY SOLUTIONS

All of our turnkey units require minimal support and maintenance and offer increased stability providing you with a reliable and robust platform that will continue to service your business.

### SERVICES AVAILABLE

- Technical Support
- Installation and Setup
- Maintenance
- Application Support
- Hardware Support
- Guaranteed Warranty

|                    |                          |
|--------------------|--------------------------|
| Answered Calls: 5  | Total Duration: 00:00:44 |
| Answered Calls: 34 | Total Duration: 02:26:33 |
| Answered Calls: 18 | Total Duration: 02:14:41 |
| Answered Calls: 26 | Total Duration: 02:30:52 |
| Answered Calls: 28 | Total Duration: 01:46:14 |
| Answered Calls: 22 | Total Duration: 02:20:50 |
| Answered Calls: 14 | Total Duration: 01:47:49 |
| Answered Calls: 12 | Total Duration: 01:36:06 |
| Answered Calls: 20 | Total Duration: 01:06:28 |
| Answered Calls: 1  | Total Duration: 00:05:05 |
| Answered Calls: 17 | Total Duration: 00:54:00 |
| Answered Calls: 5  | Total Duration: 00:21:14 |
| Answered Calls: 23 | Total Duration: 00:09:10 |
| Answered Calls: 1  | Total Duration: 00:21:47 |

| Category       | Group Answered Calls                   | Group Abandoned Calls                  | Group Calls Waiting                 |
|----------------|--|--|-------------------------------------|
| Appliances     | 58                                     | 3                                      | 0                                   |
| WhiteGoods     | 16                                     | 1                                      | 0                                   |
| Retailers      | 6                                      | 0                                      | 0                                   |
| Service        | 21                                     | 3                                      | 0                                   |
| TV-AV          | 67                                     | 2                                      | 0                                   |
| NZ - Retailers | 19                                     | 0                                      | 0                                   |
| NZ - Customers | 31                                     | 1                                      | 1                                   |
| OverFlow       | 145                                    | 10                                     | 1                                   |
| <b>TOTALS</b>  | <b>Total Group Answered Calls: 363</b> | <b>Total Group Abandoned Calls: 16</b> | <b>Total Group Calls Waiting: 2</b> |