



## 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



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.

### 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

Group	Answered Calls (US Sales Group)	Outgoing Calls (US Sales Group)	Calls Waiting (US Sales Group)
6001	0	7	0

  

Extension	Name	Status	Incoming Calls	Outgoing Calls	Total Calls	Average Duration	Agent Abandoned Calls	Longest RingTime
2028	Kitchen Fugazy	Wrapup	0	4	4	00:04:48	0	00:00:00
2024	Dorota Eltek	Logged in	0	2	2	00:05:15	1	00:00:40
2032	Ian Mania	Outgoing	0	1	1	00:54:33	0	00:00:00
2023	John Grant	Logged in	0	0	0	00:00:00	0	00:00:00
2029	Nc Server	Logged Out	0	0	0	00:00:00	0	00:00:00
2040	Rob Foster	Logged in	0	0	0	00:00:00	0	00:00:00

### 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.

For more information on any of our products or services please visit us at [www.commssoft-rms.com](http://www.commssoft-rms.com) or speak to your local phone dealer.

### SERVICES AVAILABLE

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

Category	Group Answered Calls	Group Abandoned Calls	Group Calls Waiting
Appliances	58	1	0
WhiteGoods	16	1	0
Retailers	6	0	0
Service	21	1	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>