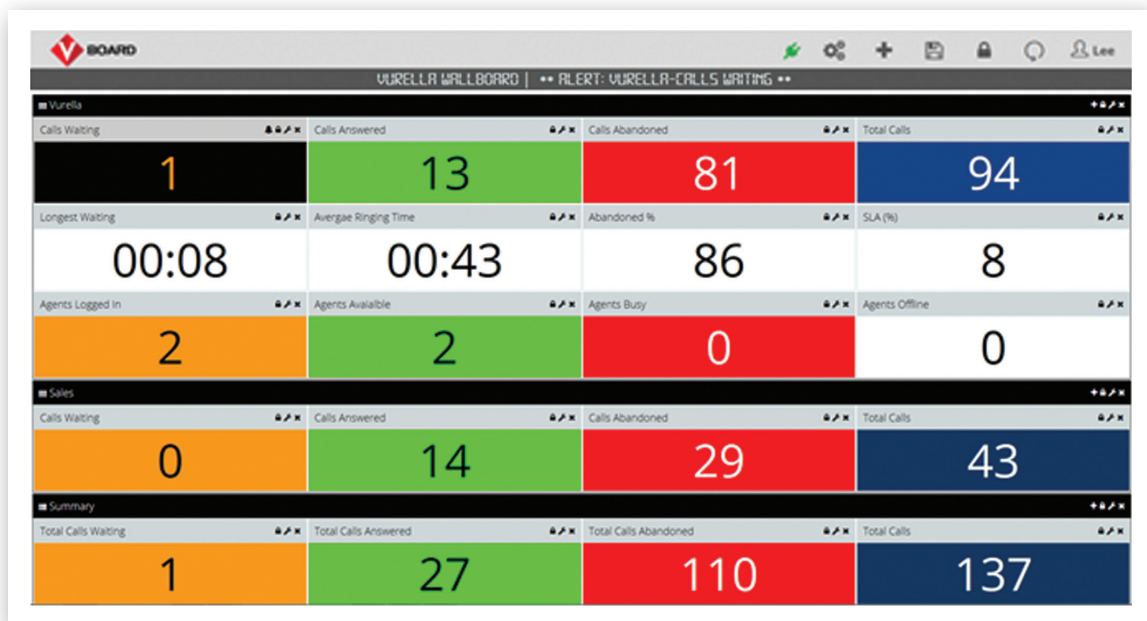


The same wallboard. Different Groups and ACDs

The wallboard application is designed as a web browser or as a Windows application, which can be displayed on a large LED or LCD monitor. It can display hunt group information, onboard ACD and of course off-board ACD. However, not at the same time. Each wallboard is built specifically for one of the above call distributions.



Wallboard

- ◆ Windows application
- ◆ Accessible via browser
- ◆ Multiple wallboard displays
- ◆ ACD ON and OFF-board

Queues

- ◆ Unlimited (space dependent)
- ◆ Summary queue

Configurable

- ◆ On the fly ◆ Stats displayed
- ◆ Stat names and abbreviations
- ◆ Board & Tile heights ◆ Colours & fonts
- ◆ Visual alerts ◆ Audible alerts

Scrolling LED

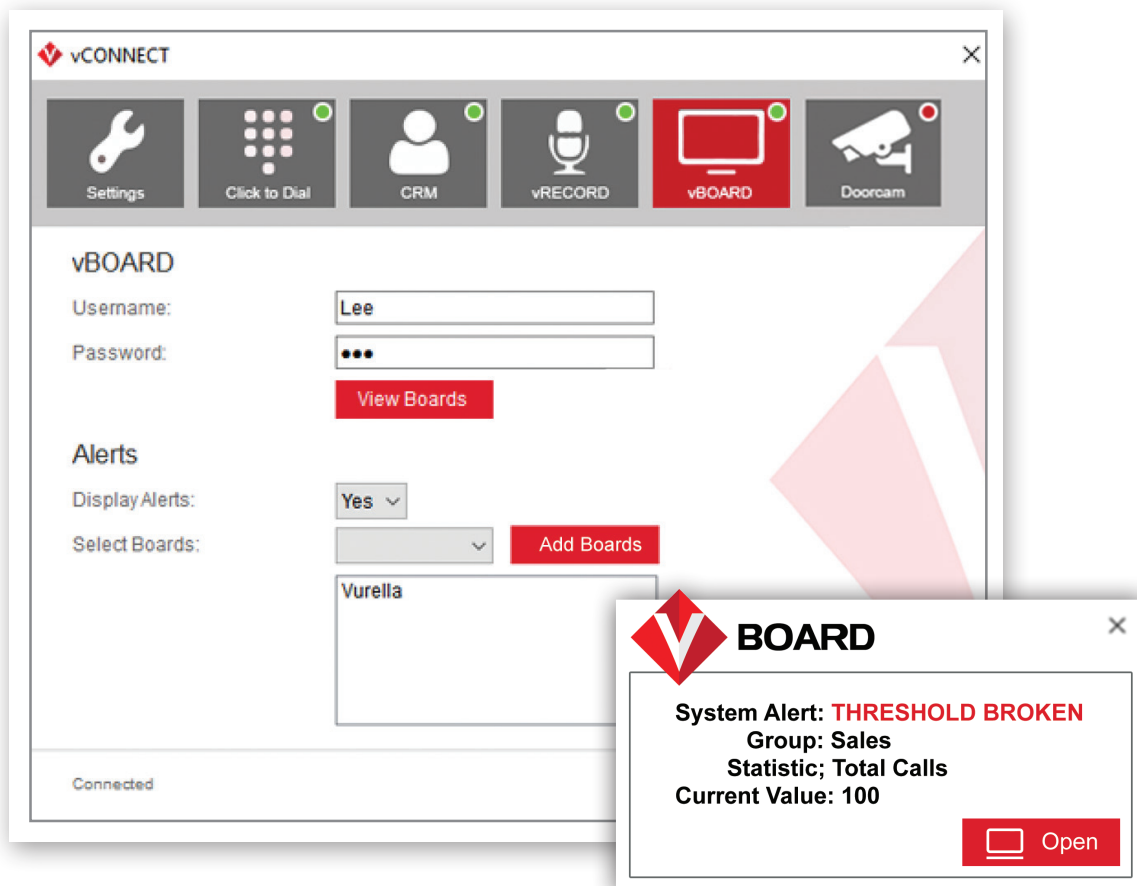
- ◆ Alarm details
- ◆ Personal messages

Real Time statistics

- ◆ Total Calls ◆ Calls Waiting
- ◆ Calls Answered
- ◆ Longest waiting time
- ◆ Calls Abandoned
- ◆ Abandoned percentage
- ◆ Average Ring duration
- ◆ Service levels (SLA%)
- ◆ Total Agents logged in
- ◆ Total Agents available
- ◆ Total Agents busy
- ◆ Total Agents Offline

vCONNECT pops up again and again

Remember that vCONNECT is a desktop application which instructs the cloud server what the agent wants to do and vice versa. It alerts and informs the agent about statuses and thresholds. For the wallboard, it pops up as toast to show you when a threshold has been broken and gives you quick access to the wallboard itself on your PC.



In the screenshot above, you can see that a threshold in sales has been broken. The red “open” button will allow you access to the wallboard on your PC screen as shown on the previous page.

Download the
datasheet from the
Vurella Portal
www.vurella.com

