Dynamic Dialogue Platform

Wallboard™

Live reporting tool

- ✓ Have a clear view of your customer engagement.
- ✓ Always know the state of your team's projects.
- ✓ Create your own layout.
- ✓ Available on cloud and on-premise.
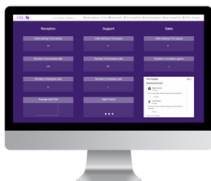- ✓ Supports all the most popular communication platforms.

Customer satisfaction will go down when nobody answers their calls, or the call is not handled in time without you knowing why. We know that without a view on available agents or sudden increase in call traffic, you will not be able to anticipate. Our goal is to optimize business processes in a way that continuity, real-time communication between customers and employees is assured. From this drive, we have created Wallboard™. Our easy to use, browser-based solution to view all relevant data, so you are in control.
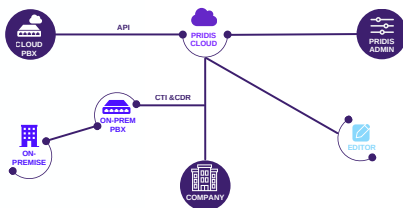

Wallboard™ for customer contact groups

Display real-time and daily data visualizations for your ACD and backoffice huntgroups through the browser. Create your layout, easily select the key performance indicators, add websites, video or other media content and save your Wallboard™. Then publish the Wallboard™ for others or simply show the dashboard on a central screen.

Select your Wallboard™ layout

Wallboard is fully customizable and with rich media content. A flexible grid enables tight designs. The Wallboard will automatically resize to the screen used, even your mobile device.

Layout your Wallboard™ with panels

Each layout contains boxes that display key performance indicators, agent lists, rss feeds or media as panels. You can drag and drop panels on the Wallboard™ to optimize the visual information.

You can filter statistic and agent panels by selecting the groups and agents you want to monitor.

Connected

Wallboard™ is delivered as SaaS or on-premise. With its plug-in data connectors, you can connect Wallboard to My-Connect, Avaya, ATOS Unify, RingCentral and other communication platforms. Or connect it to your Connecsy attendant to monitor performance. Add Pridis Florin and get access to all the historical reports you need.

Basic Features
- Real-time performance statistics
- Rich media content
- View every agent state
- Multiple group statistics
- Alerting on exceeding thresholds
- Supports most common communication platforms
- Cloud and on-premise installations
- User roles for creating and viewing wallboards
- Host multiple sites or organizations
- Scalable from mobile to large screens

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