



Wallboards & Dashboards

A MISTER Call Analytics application



*Discover
intelligence*



Discover Intelligence

In today's competitive world, the customer experience is more important than ever. Real time information enables organizations to make immediate decisions to optimize their performance and keep up with today's demanding customer needs.

Mister Wallboards & Dashboards for Cisco Unified Communication Center Enterprise and Express, enables contact centers to achieve their business objectives.



Business Benefits

- Visual presentation of Key Performance Indicators (KPIs)
- Ability to make more informed decisions based on collected business intelligence
- Real time snapshots at-a-glance
- The ability to identify and correct negative trends
- Save time compared to running multiple reports
- Measure efficiencies and inefficiencies
- Ability to generate detailed reports showing trends
- Align strategies and organizational goals with employee performance
- Display important messages with a message bar
- Gain total visibility of all systems instantly
- Get powerful insights into how well the business is running

Key Features

Smart Wallboards



Use available built-in templates to create wallboards. Divide screens to frames, and present to each frame KPIs, agents' data, message banners etc. Display real-time queue, agent state and grade of service information. Aggregate queues, display real-time data graphs, use multiple display screens and multiple layouts rotation, and automate wallboard cycling. Add queue and agent nicknames.

Visual Alerts based on thresholds



Configure thresholds, messages, snapshots and CSQ Banners, per agent and/or per wallboard. Create and adjust layout and content sequences, colors per grid, wallboard layouts and assign them to users, groups and screens. Include customer logos, clock displays, define Key Performance Indicators and alerts. Group agents in teams. Schedule screen notifications and alerts to be sent to stakeholders upon surpassing predefined limits.

Wallboard Reporting



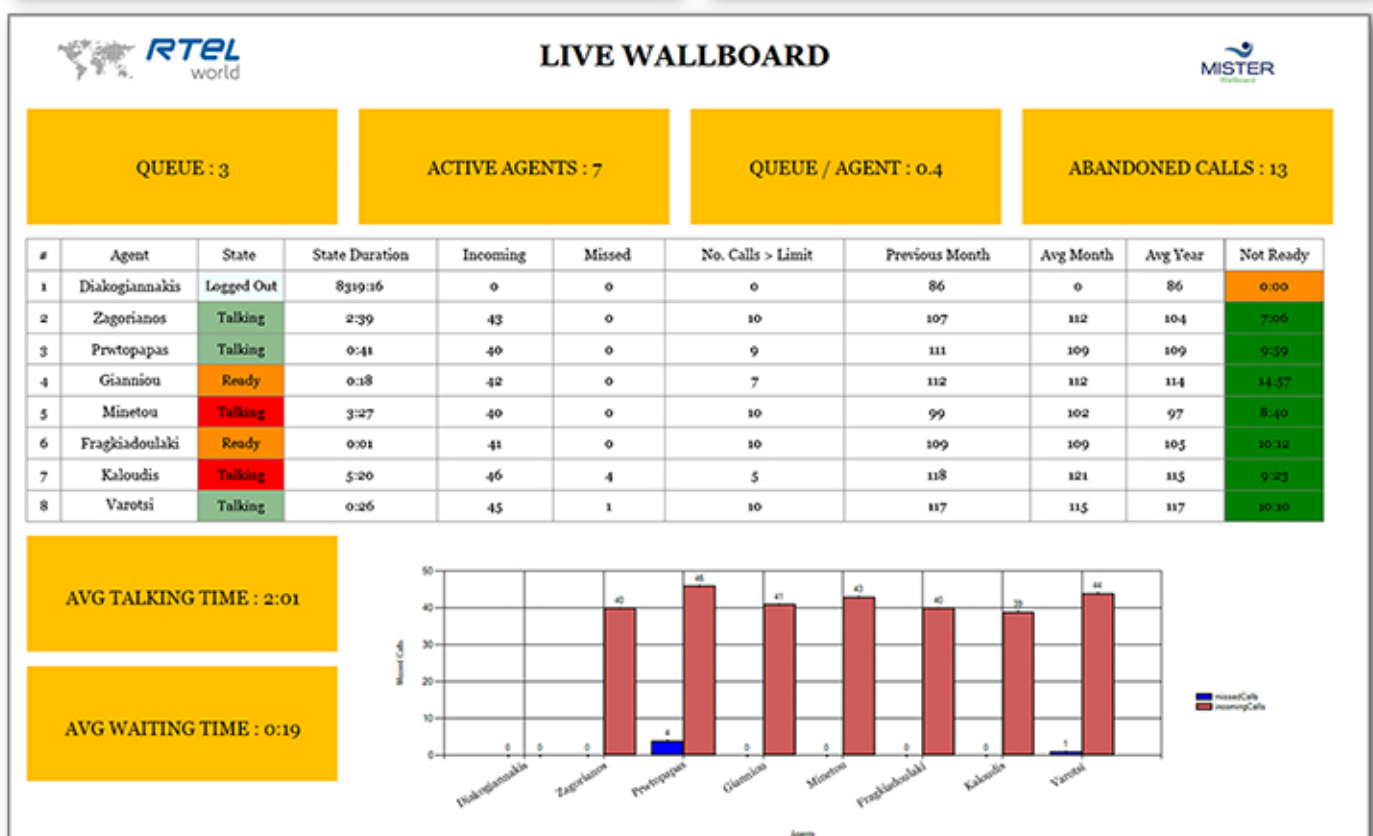
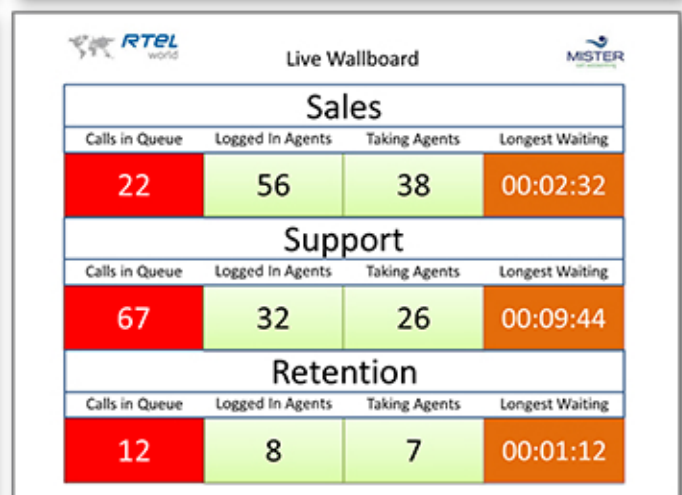
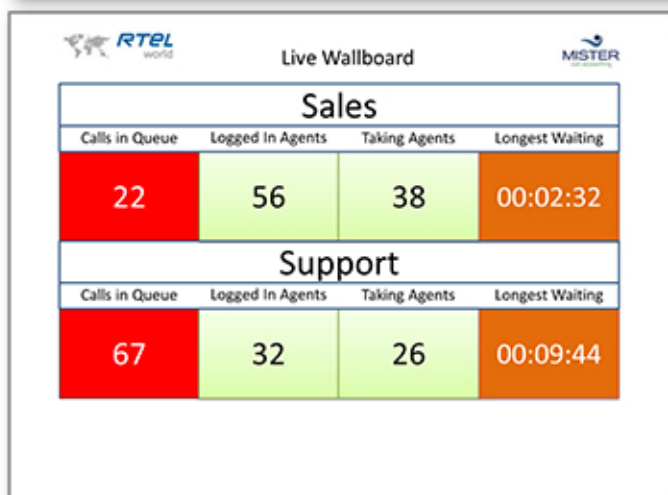
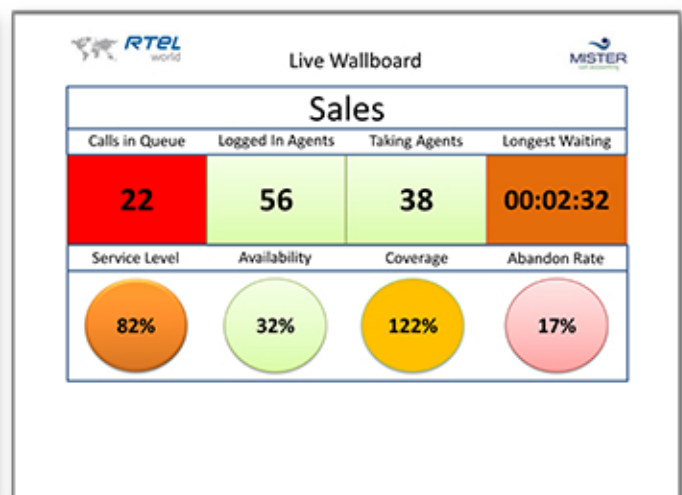
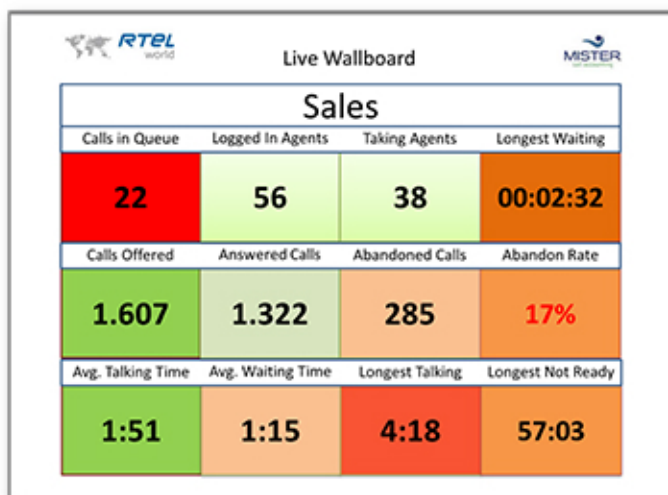
Improve Agent and Call Center performance and create reports based on KPIs such as call handling per hour, calls abandoned per day, average talking time per day, average waiting time per day, number of calls longer than threshold, agents that exceeded their daily break time etc. Customer specific reports available on request.

Secured and Consolidated data

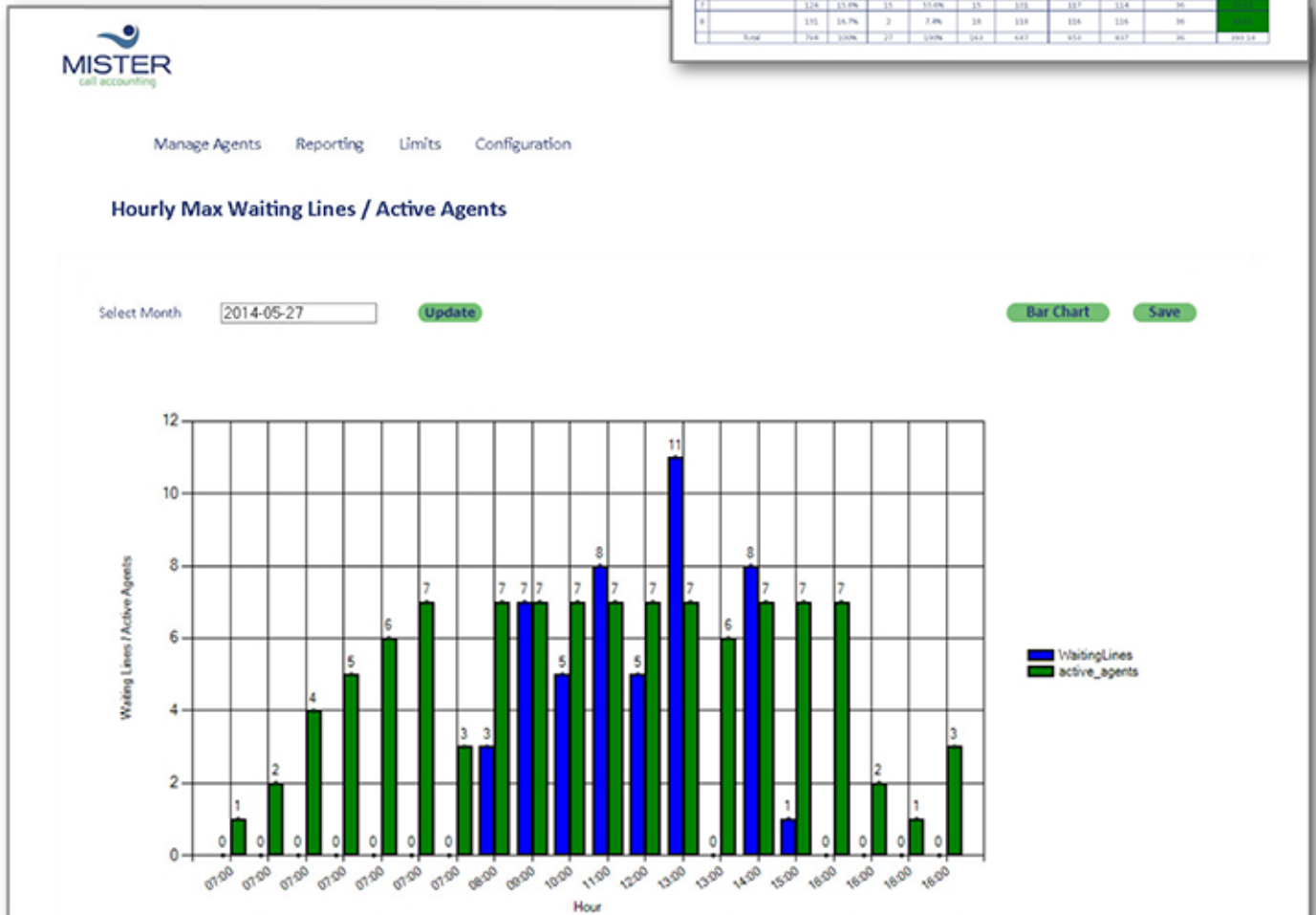
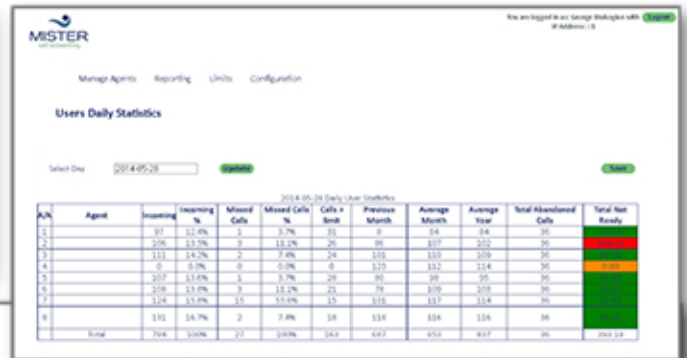
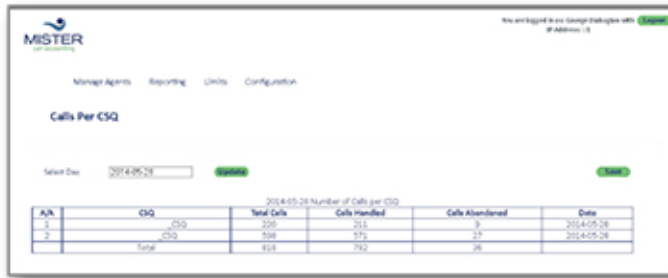


Secured management Interface. Host based security. Agent daily login-logout report. Real-time and historical data reporting tool. Use multiple concurrent data sources. Consolidate view from many CSQs, work with layout and content sequences. Assign wallboards to groups or users.

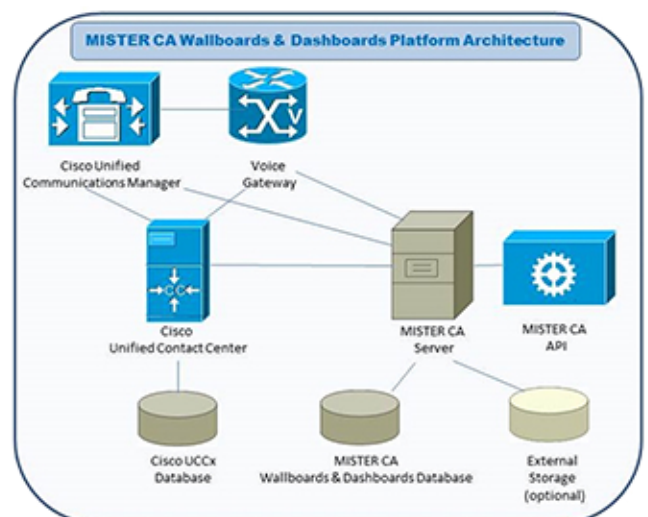
Sample Wallboards Screenshots



Sample Dashboards Screenshots



MISTER CA Wallboards Platform Architecture



Technical Specifications

Supported Cisco UCC Express versions	8.5 or later
Server Operating System	Microsoft Windows 2008/2012 32-bit/64-bit Microsoft Windows 7/8 32-bit/64-bit
Database Server	SQL Server Express 2008 or later
Application Server	Microsoft IIS 7.0 or later
Storage	150GB
Supported Client Browsers	Internet Explorer 8.0 or later Mozilla Firefox 1.x or later Google Chrome
Supported Language	English, German, Greek

Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analytics, Wallboards and Dashboards, and real time reporting Apps.

RTELWorld is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



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