

# WALLBOARD

Without the right information, it is difficult to verify that you have the right amount of staff in your customer service. With Wallboard you can display statistics in real time.

## Data driven decisions with Wallboard

Without good information, it is difficult to verify that you can make the right decisions about changes in your customer service. Obtaining continuous reports with summaries showing historical data is of course very good. But by being able to see what is happening in the company's response groups in real time, you can make more data-driven decisions about what is required to take your customer service to the next level.

## This you can do with Wallboard

With the service you can see important information regarding your response groups that will help you in decision making. You can see how many agents are logged in, which agents are available, how many calls are received, how many calls are missed, and so on. In addition, you can choose whether you want to show one or more response groups in the view. Everything on an easy-to-understand interface.

## Full control with alarm levels

To make it easier for administrators, you can choose to set key ratios and goals, when choosing our slightly more advanced version of Wallboard, Wallboard Plus. Then automatic alarms are sent if service levels deviate. Notifications are also available via SMS and e-mail.

## Display Wallboard on any device

You reach Wallboard via a website. Therefore, you can freely choose which device you want to display the service on. Maybe you want it on a computer screen, directly in your mobile or show it in the office via a projector to spur your staff. There are 17 layouts to choose from. In our standard version, you can choose the layout and settings for two different screens. With Wallboard plus, you can instead create up to ten different screens. All so that you and your colleagues get the overview that suits you.

