



- ✓ Single focal point for all call centre data
- ✓ Display agent groups campaigns, time frames and more

- ✓ Multiple wallboard display

- ✓ Supervisor desktop display

- ✓ Portrait or landscape orientation

- ✓ Integrates with QueueMetrics and ViciDial

shift*eight™ Wallboard

The shift*eight™ Wallboard displays real-time call centre metrics to agents and call centre managers, so together they can work to increase productivity levels and keep agents motivated and focused on SLA metrics.

Real-Time Metrics

Display the heartbeat of your call centre to agents and managers. The product architecture is optimised for high-speed database access by multiple wallboards. Data displayed is an exact live representation of what is happening in your call centre at any given time.



Display Layout Library

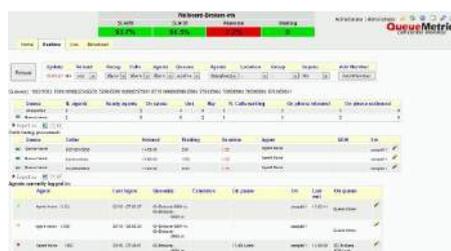
The shift*eight™ team has developed a library of display layouts that you can choose from, with various field options and colour designs. Choose any of these standard layouts to start using your wallboard without delay.

Bespoke Design

In addition to the standard displays, the shift*eight™ wallboard is also customisable. Display the data fields most important to your business along with your company logo and in your colour preferences.

Engaging Display Options

Metrics can be displayed on various mediums such as large LCD screens, projectors and second desktop displays for supervisors and managers. For supervisors and agents alike, data can also be embedded in QueueMetrics wallboards, allowing all your important information to be integrated on one display.



*"The shift*eight Wallboard is a vital tool when monitoring our SLAs and has definitely created an awareness with our agents"*
- Wallboard client, CPT

shift*eight™ Wallboard

Agent	Here	Talk	Pause	Occ.	Calls	Info
Agent 1	35910.13	2.25	1.22	47%	37	15:29:51
Agent 2	48520954	1.51	2.47	35%	44	Admin
Agent 3	49060.52	3.11	0.18	98%	90	Call
Agent 4	7.28	0.04	0.01	91%	3	
Agent 5	56562.04	2.43	1.31	40%	50	15:29:16
Agent 6	64384.22	2.26	1.02	40%	61	unknown
Agent 7	63303.24	2.26	1.11	39%	69	088
Agent 8	117102.00	0.60	3.34	57%	27	Admin
Agent 9	44004.21	2.56	1.07	40%	60	033
Agent 10	18959.93	0.19	5.43	17%	5	Admin

Team wallboards*

Define teams and create team-specific wallboards that display agent-specific information for the day such as:

- Talk time
- Pause time
- Calls taken
- Real time details such a caller ID and pause details

QueueMetrics wallboards*

Included in the library is a QueueMetrics dashboard with wallboard integration for desktop screens, creating a single view for call centre managers and supervisors.

- SLA based on required time intervals
- Abandon rate
- Real time statistics such as calls waiting, available agents, agents on calls and paused agents

Apart from including any of the statistics above, we can customise your wallboard to collect data from other data sources to include company-specific data in the wallboards.

Client-specific metrics (such as occupancy rates) based on calculations using the above statistics can also be displayed.

Wallboard colour schemes can be changed to match your specific requirements.

* Requires QueueMetrics call reporting software

Queue summary wallboards

See an overview of groups of queues with the queue summary wallboard.

- See real time stats
- Calls waiting
- Available agents
- Agents on calls
- Paused agents
- Average wait time
- SLA based on required time intervals

Queue	Agts	Rdy	Pld	By	Wait	OnCall	Calls	UWAts	SLA
Queue 1	8	2	2	3	0	1	117	1.7%	90.6%
Queue 2	24	5	0	1	0	9	1053	0.8%	99.1%
Queue 3	7	4	2	0	0	1	162	14.8%	85.2%
Queue 4	14	4	4	0	0	0	118	0.9%	98.3%
Queue 5	9	4	3	2	0	0	2	0.9%	100.0%
Queue 6	9	4	2	3	0	0	5	20.3%	100.0%

Team Name	Total Agents	Ready Agents	On Call	On Call	Paused Agents	Calls Waiting	Total Calls	Last Calls	Average Wait
Team 1	25	24	1	6	0	0	1	4.57%	11.0 s.
Team 2	110	105	0	0	5	0	0	0%	0.0 s.
Team 3	110	105	0	0	5	0	0	0%	0.0 s.
Team 4	110	105	0	0	5	0	0	0%	0.0 s.
Team 5	12	11	1	2	0	0	1	12.68%	9.2 s.

- ✓ Access all designs at zero development cost
- ✓ Ready-to-use
- ✓ Standard colours
- ✓ Wallboard and desktop designs
- ✓ Agent summaries
- ✓ Queue summaries
- ✓ SLA management

Why not tell us what wallboard data you want to see and we will add it to our library?

Coming soon—provision of a low cost device to drive wallboards providing you with hardware and software solutions



A smart business tool, enabling your call centre to be more efficient!