

WALLBOARD



SEE WHAT IS HAPPENING IN THE COMPANY'S RESPONSE GROUPS IN REAL TIME

Without the right information, it is difficult to verify that there is the right staffing in your customer service. It is very important to know what is happening right now in order to provide the best service.

DATA-DRIVEN DECISIONS WITH WALLBOARD

Without the right information, it is difficult to verify that you make the right decision about staffing and changes in your customer service. Getting continuous reports with compilations that show historical data is obviously very good. But it is just as important to be able to see what is happening here and now. 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 CAN WALLBOARD DO

So how can Wallboard help your business? With the service, you can see important information regarding your response groups that will help you in decision-making. Among other things, you can see how many agents are logged in, how many calls are received, how many calls are missed, and so on. In addition, you can choose whether you want to display one or more response groups in the view. Everything in an easy-to-understand interface.

FULL CONTROL OF ALARM LEVELS

To facilitate for pre-administrators, you can choose to set key figures and goals when you choose our slightly more advanced version of Wallboard, Wallboard Plus.

Then automatic alarms are sent if service levels deviate. Notifications can also be received via text message and e-mail.

VIEW WALLBOARD ON ANY DEVICE

You can 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 big in the office via a projector to spur your staff.

