

Daviker Wallboard Engine

Increase the visibility of your call centre operation with the Daviker Wallboard Engine - providing real-time statistics at a glance. You can compare the performances of agents and teams and generate a friendly competitive atmosphere.

The Daviker Wallboard Engine provides high impact employee communication designed to inform, motivate and improve the productivity of your call centre.



What is the Daviker Wallboard Engine?



The Daviker Wallboard Engine is an extremely powerful tool that provides users with a snapshot of crucial call centre statistics and information. The Wallboard Engine integrates with the TouchStar call centre system, any SQL database, Daviker TotalWorkFlow and much more.

The Wallboard Engine delivers real-time call centre statistics that allow you to compare the performances of agents, teams or campaigns and generates a friendly competitive atmosphere.

Data can be pulled from multiple sources (either directly from your call centre system or other third party applications) which can be displayed together to create colourful charts, messages, pictures and other powerful graphical content. The Daviker Wallboard moves beyond a traditional call centre wallboard by using a TV screen (not included) to provide high impact employee communication designed to inform, motivate and improve the productivity of your call centre.

Why Does Your Call Centre Need the Daviker Wallboard Engine?

- The Daviker Wallboard Engine provides you with all your real-time centre statistics at your managers' fingertips - providing you with total call centre visibility.
- It motivates and increases agent and group competitiveness which subsequently maximises their performance.
- It improves monitoring of SLAs (Service Level Agreements) and KPIs (Key Performance Indicators)
- It allows you to create specific alerts that are triggered when performances are not meeting specified KPIs or are exceeding SLAs.
- It enables managers, team leaders or supervisors to make accurate analytic decisions about call centre performance.

Key Features at a Glance...

- Agent and call centre statistics at your fingertips.
- Individual agent icons with customisable statistics and images.
- Colourful and fully customisable charts.
- Easy to resize, move and edit the display.
- Colour-coded alerts on all wallboard statistics.
- Pull data from multiple databases via customisable queries.
- Rotates through multiple page views for key statistics.
- Alerts can trigger video, sound or text within the application.
- TotalWorkFlow integration with real-time statistics and workflow status tracking.



See Your Agents' Activity and Stats - Quickly

Agent Icon View

The Agent Icon view allows you to quickly and effectively see what your call centre agents' activity is at any given time. The Agent Icon view can be set up to show any agent statistics and is quickly configured to view important dialling parameters. Each agent can have their own unique icon image - for example their photo. This allows the manager, team leader or supervisor to quickly distinguish their performance at a glance.

 James Wilding Ready TotalCalls: 1 Contacts: 0 Success: 1 Inbound: 0 AgentConnected: 0	 Daniel Rothery Not Ready TotalCalls: 0 Contacts: 0 Success: 0 Inbound: 0 AgentConnected: 0	 David Innes Not Ready TotalCalls: 1 Contacts: 1 Success: 0 Inbound: 1 AgentConnected: 0
 James Lumsden Not Ready TotalCalls: 4 Contacts: 4 Success: 0 Inbound: 1 AgentConnected: 3	 touchstar touchstar Not Ready TotalCalls: 0 Contacts: 0 Success: 0 Inbound: 0 AgentConnected: 0	

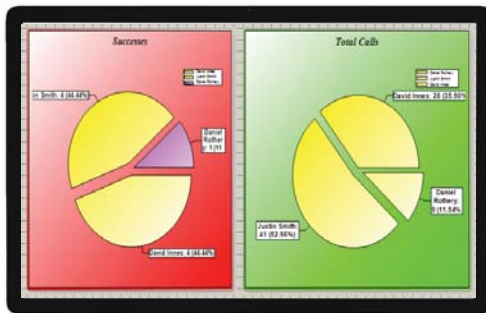
The Agent Icon view has multiple sorting options, allowing you to sort by such things as the highest performer, longest talker, lowest wrap and much more, creating friendly call centre competition.

Agent Grid View

The Agent Grid view allows you to pull any information or statistics on agent performance and displays it in an easy to read grid. The grid can be used as a "top of the table" league which helps motivate agents based on their current positioning in relation to their colleagues' performances.

AgentName	AgentStatus	TotalCalls	Inbound	Outbound
James Wilding	Ready	2	2	0
Daniel Rothery	Ready	1	1	0
David Innes	Not Ready	1	1	0
James Lumsden	Ready	5	2	0

AgentName	AgentStatus	TotalCalls	Inbound	Outbound
James Wilding	Ready	2	2	0
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Instant Pie Charts and Graphs for your Agents and Campaigns

The **Pie Chart View** allows the user to analyse and display colourful and graphical information on how the call centre agents, campaigns, and call centre as a whole are performing.

Graphs enable you to see a daily trends, e.g. Inbound calls as a visually stunning graph. All graph types give an at a glance overview of the call centre statistics and trends.

Set Triggers and Alerts for any Change in Performance

Triggers can be easily set on any parameter to alert the manager, team leader or supervisor to any performance change. The triggers available include changing background colours, full screen text, video, pictures and sound.

If you want the option of playing a sound on each inbound call, you can.

If you would like to change the colour of the inbound call queue cell to red when the queue length is greater than 10 seconds, you can.

Triggers have a near limitless flexibility and power and when used effectively can provide positive incentives to agents and promote friendly competition.



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SQL Query - Pull Information from Multiple Sources

SQL Query is the one of the most powerful tools available to the Wallboard Engine.

SQL queries can be run allowing you to pull and display almost any database information from any MSSQL or MySQL database, be it from your call centre system or any other third party CRM or management tool.

SQL Queries can integrate the Wallboard Engine with Daviker TotalWorkFlow to allow the display of important statistics such as number of projects opened, closed or processed.



Rotate Key Information Displayed on your Wallboard

You can rotate the information displayed on the Wallboard Engine through **Multiple Pages**.

For instance, the Wallboard Engine can be customised to allow one page to display inbound statistics, whilst a second page can display outbound statistics. A third page can be dedicated for agent statistics and a fourth for campaign performance, and so on.

A more light hearted layout can also be displayed. For example, information about local weather, photos from a recent office trip or relevant text that can promote incentives, etc.

In a nutshell, highlights of the Daviker Wallboard Engine include...

- ➔ The ability for everyone in your call centre to see in real-time, the status and performance of agents and campaigns.
- ➔ Multiple display formats including data view, pie charts, graphs, photos and video.
- ➔ Stunning visual displays that are easy to configure to your call centre's needs and your personal tastes.
- ➔ Triggers and alerts that can be configured to highlight performance - these include background colours, text, video, pictures and sound.
- ➔ The Wallboard Engine can query multiple databases and third party CRMs.
- ➔ Multiple rotating displays ensuring all your pre-configured key data is prominent.



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