



eWallboard for Evolve Contact Suite



eWallboard

What is The Evolve Contact Suite Wallboard?

The ECS Wallboard is a graphical wallboard application designed to be displayed on large monitors, providing agents, supervisors, and other contact center personnel with instant, colorful real-time Contact Center information. The information includes Business Process performance and activity details as well as current Agent activity details.

Some features include:

- Answered Interactions
- Abandoned Interactions
- Waiting Interactions
- Available Agents
- Back Office Agents



Features

Item	Description
Wallboard Details	The organization name and the business process, to which the Wallboard is assigned. This Business Process name can be modified using the Manager Application only.
Current Time & Date	Current time and date of the local computer, on which the Wallboard is running. The time and date language is defined by your local computer's regional settings Evolve Contact Suite: Wallboard
Abandoned	Number of abandoned interactions in a shift. Abandoned interactions are those disconnected by the customer, while waiting in the business process queue. Note: Interactions that were disconnected after reaching an agent are considered as handled
Waiting	Number of interactions that are currently waiting in the business process queue.
Longest Waiting Time	Time Longest waiting time of incoming interactions: voice Interactions, chat interactions, as well as incoming e-mail and fax interactions, during a shift. Waiting interactions are those waiting in the agent queues.
Answered	Number of answered interactions in a Business Process shift. Answered interactions are those accepted by agents.
Agent Availability Pie Chart	The information is color-coded and is displayed in a pie chart. The following details are shown: Available agents, Agents on Break, Busy agents (i.e. agents that are handling an interaction), Back Office Agents - Agents occupied with back office activities and Handling Outgoing Calls

Benefits

- Provides a **graphical display of real-time** Contact Center information.
- Offers **instant access to critical data** for agents, supervisors, and other personnel.
- Presents information in a **visually appealing** format for quick comprehension.
- Enables **informed decision-making** by IT leaders and contact center staff.
- Supports **simultaneous launch** from different workstations, ensuring easy accessibility.
- Helps identify and address bottlenecks in contact center operations.
- Facilitates **optimal resource allocation** for improved efficiency.
- Enhances overall contact center **performance and productivity**.