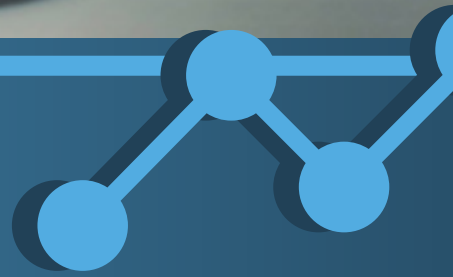


# iPECS Analytics Wallboard



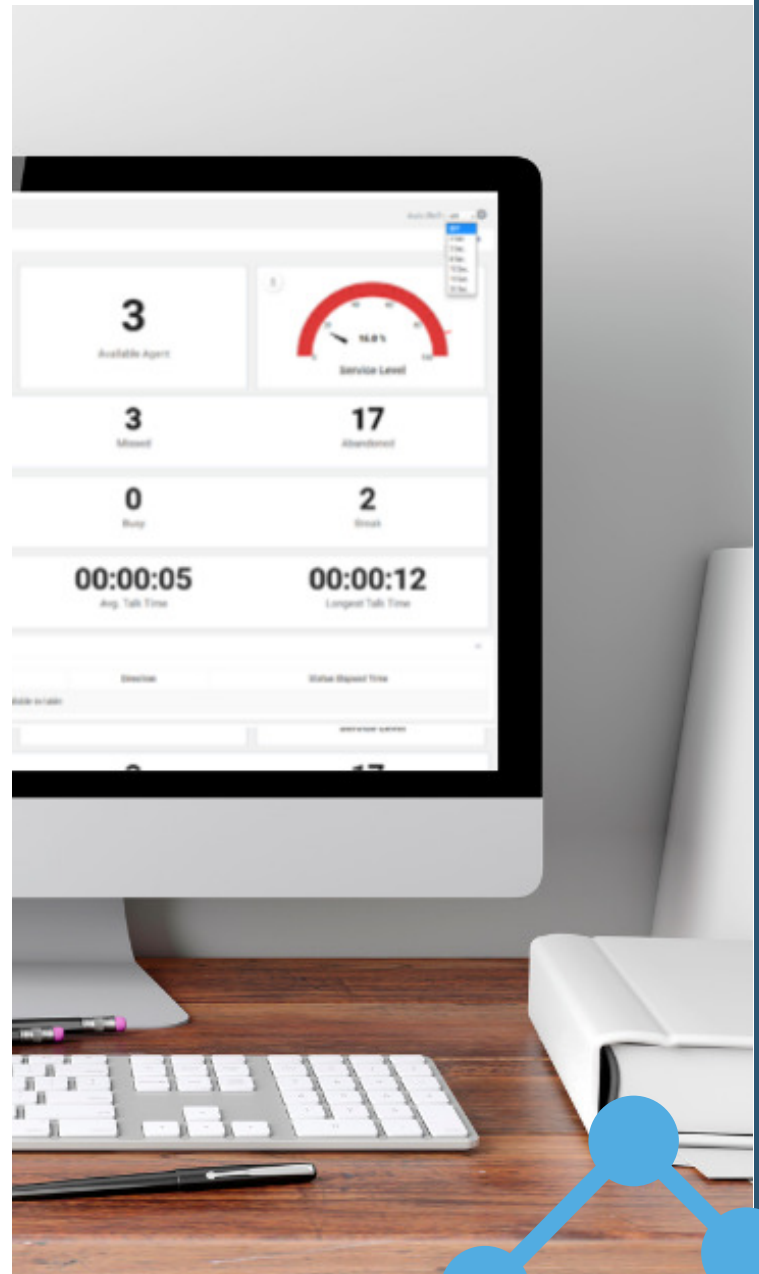
**iPECS**

iPECS Analytics delivers a power Wallboard function to complement the detailed reporting that is available. For businesses that have teams providing customer service or support, wallboards can dramatically improve service levels from minute to minute with the ability to quickly and easily spot problems and fix them.

## Powerful Visual Data

- Accessed via a browser, Analytics allows for maximum flexibility without the hassle of managing local application installs.
- Easy-to-read wallboards provide critical data on Company, Group and Individual Performance.
- Adapt to changing volumes and fix issues quickly.
- Fully customisable “My Wallboard” function for maximum flexibility.
- Monitor service levels in real time.

iPECS Analytics Wallboards are designed to help businesses maximise their service levels through clearly displayed data points. Where required, businesses can also benefit from data displayed and updated in real-time to ensure that they constantly react to call volumes and deliver the best possible service levels to their customers.



## Historical and Realtime Data:

Whether it is basic historical data that is refreshed at regular intervals or real-time data displayed as it happens, iPECS Analytics has several wallboard options. In addition, multiple reports are available via the iPECS Analytics dashboard to help businesses analyse every aspect of their inbound call traffic:

## Company Summary

The company summary wallboard offers a snapshot of key metrics. The Company Summary wallboard displays:

- An easy-to-read trend chart
- Service level based on the total percentage of calls answered within a pre-defined target time
- Top 5 summary report based on overall stats
- Top 5 users
- Top 5 DDI numbers

## Extension & DDI

Both of these wallboard display data in the same way, with KPIs, boldly displayed for quick and easy understanding as well as an extension or DDI summary list. In addition, each wallboard shows data for a single extension or DDI, rotating around the top 10 extensions or DDIs.



## ACD Group – Real-Time Monitoring

The ultimate wallboard option in Analytics, designed for businesses with busy support and customer services teams, the ACD Wallboard delivers critical data as it happens. Supervisors and team leaders can quickly and easily see essential information such as; Call In Queue, Longest WaitTime, Available Agents and live Service Levels. Any issue is highlighted promptly in red, allowing the business to log agents out of other groups and help. Additionally, the ACD Wallboard will provide a view of live calls in progress.

## Hunt Group – Real-Time Monitoring

Where businesses do not utilise the added functionality of ACD, Analytics can still provide a good level of data to standard Hunt Groups. It is still possible to display a small amount of crucial, real-time data in this wallboard, allowing supervisors and managers to view information including; Longest Talk Time, Average Wait Time, Missed calls and Total Agents. Data around break times queued calls and average/abandoned times are only available to ACD groups.

## Agent Status

This wallboard is available to ACD and Standard Hunt Groups. It allows supervisors and managers to get a real-time view of critical agent status metrics such as:

- ACD: Free, Ringing, On Call, Break, Wrap-Up, Log-Out
- Hunt Group: Free, Ringing, On Call, DND, Unregistered

## Agent / Group Summary

These wallboards provide real-time agent and group call summary data to the business. The wallboards offer a highly detailed view of agent and group data that includes critical metrics such as; Group name, Agent Number, CallsOffered/Answered/Missed/Abandoned/Bounced, Wait and Talk times, well as current service levels.

With iPECS Analytics Wallboards and Reporting, businesses are better able to monitor, manager and enhance their service levels.

