

Motivate the people who count!

Improve customer care!

Increase sales!

Get more from your core-systems!

Communicate more efficiently!

Create a Self Motivated contact centre

Optymyse RT Desk Top Wallboards give agents, supervisors, team leaders and managers instant access to the key metrics that drive improvements in customer care, agent motivation and customer retention. In comparison to almost all other forms of contact centre technology, **Optymyse RT** Desk Top Wallboards represent outstanding value for money and almost instant ROI.

Fast Response, Instant Optimisation

Optymyse RT Desk Top Wallboards focus on the key metrics that have the greatest impact on your customer care standards. By giving agents a clear view of incoming call volumes, service factors and calls waiting they are able to react to ever changing demands. It is a known fact that lack of knowledge and direction causes stress in agents, **Optymyse RT** Desk Top Wallboards reduce agent stress by giving them clear, easy to access data and instant messaging. **Optymyse RT** Desk Top Wallboards include a powerful *admin console* which allows administrators to modify label names, set thresholds, re-order statistics, schedule messages and more.

Release manager time and Improve agent training

Two of the biggest challenges with any contact centre are staff turnover and time to train. By giving agents instant access to key metrics and messages, **Optymyse RT** Desk Top Wallboards free up manager time allowing more time to be spent on mentoring and training.

Cost Effective Technology and Rapid ROI

By using the latest browser-based techniques, key data is fed from your PBX to your agents for 70% less than the cost of a physical wallboard solution.* Using your existing network, **Optymyse RT** Desk Top Wallboards display key metrics onto every agent desktop while making the same data available those with access to your network (password protected). **Optymyse RT** Desk Top Wallboards can be used in conjunction with **Physical Wallboards**.

**Based on 50 agent, 4 screen physical wallboard solution.*

Communicate more Efficiently

Unlike e-mails, instant messages and alerts grab the attention of agents and are guaranteed to instigate changes in agent behaviour. Whether the **Optymyse RT** Desk Top Wallboard window is open or minimised alerts can still be seen and are far more difficult to ignore than e-mails which need to be opened by the agent.

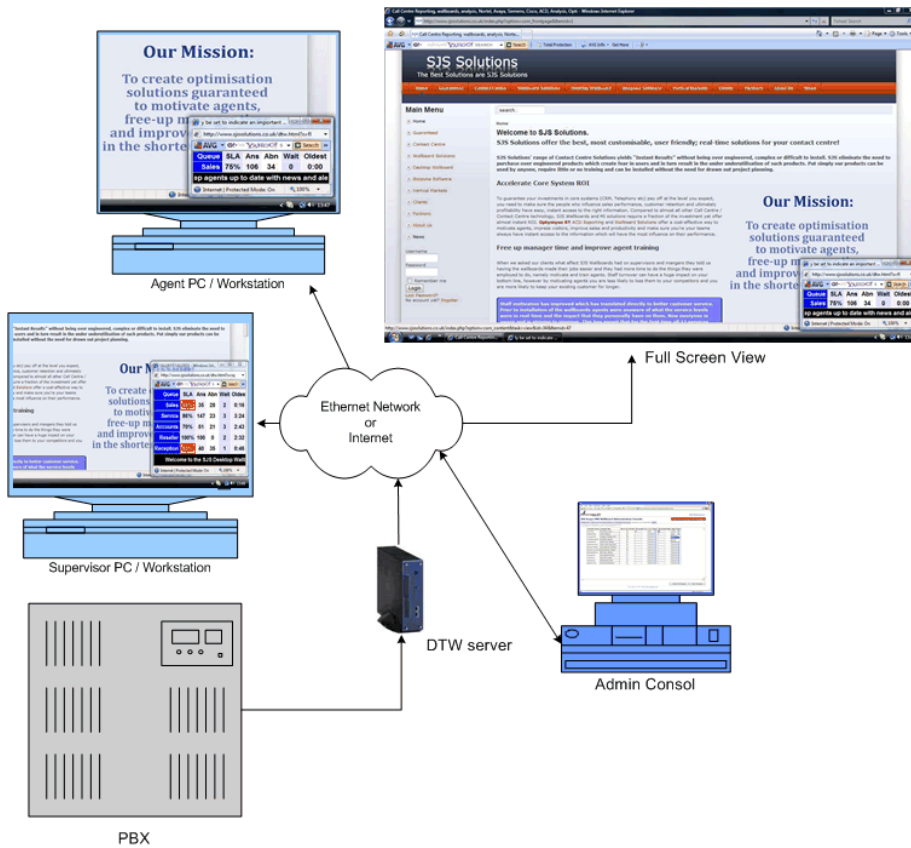
Benefits

- Clearly communicate key metrics and messages to agents, team leaders and managers.
- Instant ROI
- [Continuous Contact Centre Optimisation](#).
- Empower agents to manage customer care standards.
- Free up management time.
- Clearly communicate the importance your company places on customer care.
- Accelerate the ROI of other more expensive core-systems.(PBX, CRM)
- Quickly pass key messages on to agents
- 100% scalable, unlimited agents

Features

- Powerful Admin Console allowing administrators to change labels, re-order data, set thresholds, schedule instant messages and more...
- 100% Scalable, browser-based
- Easy to implement
- Installation on agent PC not required
- Clear instant messaging system
- Alerts based on thresholds
- Connects to PBX in *real-time*
- Uses limited screen space
- Alerts agents even when minimised

Quick Installation, Fast Results



Unlike our physical wallboard product **Optymyse RT Desk Top Wallboard** is an application only product, therefore you can load it onto a small server of your choice or one of SJS Solutions thin-client servers (additional cost).

Optymyse RT Desk Top Wallboard can be purchased in conjunction with a **Optymyse RT Physical Wallboard** in which case all hardware is supplied by SJS.

Optymyse RT Desk Top Wallboard can be used to reduce the number of physical screen required or compensate for a challenging floor space where several agents are unable to view physical wallboards.

Existing Optymyse RT users include:



“As a direct result of installing Optymyse RT, call wait times have been reduced by over 50% with significant improvements in other service levels.”

Cheryl Parsons, CC Manager, Cheshire East Council

“In the first 3 months after installation we increased our service level performance by over 37%”

Rachel Ball, CS Manager, Hogg Robinson Travel Group.

“As a direct result of this solution in the first month we saw a 20% increase in the level of service our front line teams were achieving”

Jason Mercer-Pottinger, Head of CS, Baxter Healthcare.

Total Flexibility:

For an *instant quote* send details of your contact centre technology, agent numbers and how you would like to display your real-time data i.e. via physical wallboards alone, desk top wallboards alone or a combination of both to: info@sjssolutions.co.uk and we will reply within *24 hours*.

For more information contact SJS Solutions free on:

0800 298 5165 or go to: **www.sjssolutions.com**