

Ranked No1. Wallboard Solution by Call Centre Focus Magazine (CCF)

Optymyse RT	Group A	Group B	Group C
Queue Statistics			
Est Wait	8s	14s	9s
Aban Rate	0.3%	0.4%	0.2%
SLA %	90%	85%	95%
ASA	8s	12s	10s
Waiting	2	3	3
Group Statistics			
Logged Off	3	5	4
Talking	20	22	20
Unavailable	3	2	0

Copyright © 2007-2008 SJS Solutions Ltd.

Accelerate Core-system ROI and motivate the people who count!

Create a self motivated Contact Centre

Optymyse RT 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, wallboards represent outstanding value for money and almost instant ROI.

Fast Response, Instant Optimisation

Optymyse RT Wallboard Solutions 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 Wallboards reduce Agent stress with clear, easy to access Contact Centre data. The SJS Wallboard Solution includes a powerful Admin Console which allows users to modify label names, set thresholds and lots more.

Release manager time and improve agent training

Two of the biggest issues with any Contact Centre are staff turnover and time to train. By giving Agents instant access to key Contact Centre metrics, **Optymyse RT** Wallboards free up manager time allowing more time to be spent on mentoring and training.

Powerful Technology, Quick Results

By using the latest in thin-client hardware and browser-based techniques, SJS Solutions are able to feed key data from your ShoreTel Contact Centre, via your existing network, and display it in a bold, full colour format on any VGA compatible screen (LCD, TFT, Plasma etc). New technology and the ever decreasing cost of flat-screens means Contact Centres of all sizes can afford **Optymyse RT** Wallboard Solutions.



Benefits

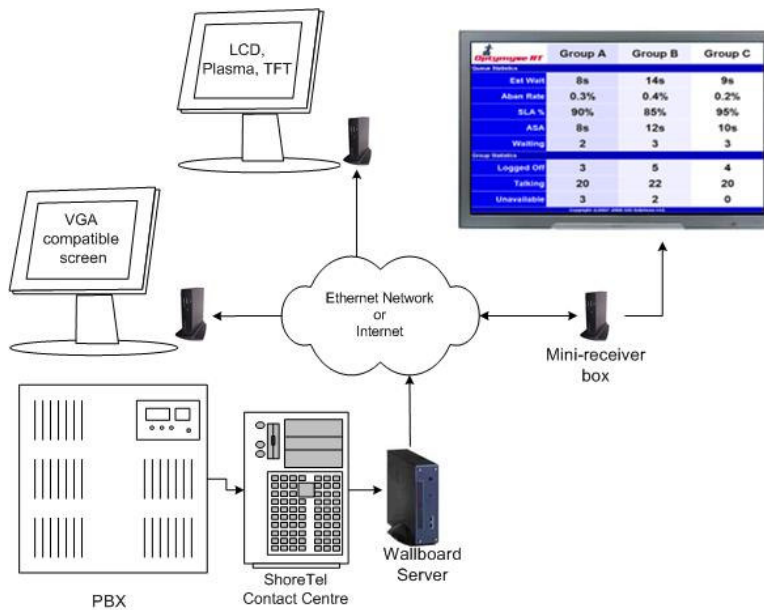
- Clearly communicate key metrics to agents, team leaders and managers.
- Instant ROI
- [Continuous Contact Centre Optimisation.](#)
- Empower agents to manage customer care standards.
- Free up management time.
- Clearly communicate the importance your company places on customer care.
- Accelerate the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

Features

- No dedicated cabling required
- Small, silent and easy to install hardware
- 100% Scalable, multiple screens
- Full colour, professional displays
- Instant scrolling messaging
- Connects to ShoreTel Contact Centre in *real-time*
- Browser-based *Desktop Wallboard* which allows anyone to see real-time stats on their desktop.
- Feeds to any VGA compatible screen (LCD, Plasma, TFT)
- Admin Console: change labels, re-order data, set threshold, schedule instant messages
- Tailored screen layouts

Ranked No1. Wallboard Solution by Call Centre Focus Magazine (CCF)

Quick Installation, Fast Results



Existing Optymyse RT Wallboard users include:



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

Cheryl Parsons, CC Manager, Cheshire County 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:

In order to meet the ever changing needs of modern contact centres, SJS Solutions offer companies the opportunity to change screen layouts, blend data from multiple sources and use wallboards for training and marketing purposes. For an *instant quote* send details of your Contact Centre: Agent numbers, screen quantity etc. 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