



AMEYO

Wallboard

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.

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, Wallboards reduces agent stress by giving them clear, easy to access data and instant messaging. Wallboards include a powerful admin console which allows administrators to modify label names, set thresholds, and re-order statistics, schedule messages and more.

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, Wallboards free up manager time allowing more time to be spent on mentoring and training.

Ameyo Wallboard Application



Ameyo provides real-time Contact Center data to enable the teams to pro-actively manage customer demand along with agent availability and performance via a real-time dashboard or wallboard. Data can be filtered to suit the individual needs of the users enabling all within the Contact Center to see the real-time threshold driven data they need. Thresholds enable proactive customer demand management leading to improved service levels and less waiting time for customers.

Benefits of a Wallboard

- Clearly communicate Key Metrics to Agents, Team Leaders and Managers
- Make a clear statement about the importance your company places on Customer Care
- Continuous Call Centre / Contact Centre Optimization
- Empower Agents to manage Customer Care standards
- Free up Manager Time
- Almost Instant ROI
- Accelerate the ROI of other more expensive core-systems (PBX, CRM)
- "Urgent Alerts" for setbacks in SLA's
- "Motivational Alerts" on exceptional agent performances

Ameyo Wallboard is customizable and new display formats can be created in a snap to focus on individual, skill group/ queue or team performance. The user interface enables unlimited thresholds to be configured against Key Performance Indicators (KPI's) so that Managers, Team Leaders and Agents can be proactively alerted when there is a potential or actual problem within the contact center.

Real time statistics are displayed enabling everyone within the business access to the real time information they need. Each user can have their own customized displays with relevant information appropriately displayed to them. Data can be displayed either graphically or in tabular format to present data the best way to suit the needs of the contact centre.

CAMPAIGN NAME				Inbound		
3910-09-14				16:58:17		
CAMPAIGN SUMMARY						
CAMPAIGN CALLS ACTIVE				USERS ON CALL		
5				40		
INBOUND CALLS IN IVR				INBOUND CALLS ON USERS		
65				35		
QUEUE SUMMARY						
QUEUE	LOGGED IN AGENT	AVAILABLE AGENT	ALLOCATED AGENTS	CALLS IN QUEUE	LONGEST CALL WAIT TIME	LONGEST AGENT WAIT TIME
Inbound	35	30	25	16	02:00:00	00:00:20
USER SUMMARY						
USERS LOGGED IN		USERS ON BREAK		USERS ON AUTO CALL ON		
25		2		15		

Key Features of Ameyo Wallboard

- Web-based access for Seamless integration in a LCD environment
- Simple display with few text messages
- Instant scrolling messaging
- Quick to grasp metrics
- Important metrics such as Service level, number of calls in the queue, number of calls abandoned displayed
- Thresholds created to monitor performance
- Layout designed to your specification
- Change labels, re-order data, set thresholds, alarms and control Instant Messages via easy-to-use "Admin Console"
- 100% Scalable, supports thousands of agents

Industry Verticals



BPO & Outsourcing



Communication



Financial Services



Retail



Transportation



Government



Technology



Healthcare & Life Sciences



Hospitality & Travel



Entertainment

Headquarters

Drishti-Soft Solutions Pvt. Ltd.
GP 62-A, Sec-18, Gurgaon, India
☎ +91-124-4771000
📠 +91-124-4039120

Drishti Philippines Inc.
14-B, Rufino Pacific Tower, 6784 Ayala Avenue,
cor.Rufino St., Makati City, 1200 Philippines
☎ +632-923-8136
📠 +63-905-331-5418

Product Information
www.ameyosuite.com

Drishti Customer Arena
<http://dca.drishti-soft.com>

Corporate Blog
<http://blog.drishti-soft.com>

Drishti Forum
<http://forum.drishti-soft.com>

Partner Portal
<http://partner.drishti-soft.com>

Email: info@drishti-soft.com
Web: www.drishti-soft.com

