Date
02/02/22

Time
12:48

COMPANY
TAGLINE GOES HERE

Outgoing Calls
57

Total Answered Calls
217

Total Talk Time
2:47:32

arget achieved, keep up the good work!

Live & customisable Wallboards with **IPT Dimensions**

Every organisation is different and communicates with their customers in different ways, that's why our Wallboards are **completely customisable.**

Using our secure portal, managers can **review historical call records** to find specific records or analyse call summaries to investigate whether service levels are being met to ensure a **quality customer experience**.

Performance Management

Choose from **hundreds of different statistics** already created, then filter them to show exactly the information needed to measure the performance of your staff.

Information at a Glance

Information on active calls can be clearly displayed so that all members of staff can see when customers are waiting or when **service level targets** are being affected.

Simple Deployment

Once configured, Wallboards can be displayed on any compatible browser or simply and easily deployed to any compatible TV using the dedicated **Amazon FireTV** application.

Key Features & Benefits

Live Call Data

Information on calls that are currently live in the system can be displayed, including calls queuing and live agent status.

This means action can be taken to **stop service level breaches** before they happen.

Use Color to Show KPI

Tiles colors can be configured to change based on the statistic being shown. By setting thresholds for KPI performance, it is easy to **see at a glance** whether everything is as it should be.

Embed Corporate Videos & Images

Wallboards can be **customised with videos**, company logos or other images to promote brands and to give wallboards a professional look within your organisation.

Configurable Alarms

Alarms can be configured to ensure that attention is paid to service affecting issues. Play a sound, flash a tile based on **user customisable** thresholds.

Manually Entered Data

User entered data can be displayed alongside call statistics. This allows all the important business KPIs to be **viewed all in a single place**.

Amazon FireTV Deployment

Use the dedicated application for Amazon Fire TV to render a Wallboard without the need of a PC. This **simplifes deployment** and reduces the cost of ownership.

Wallboards at a Glance

- ⊘ Key Performance Indicators for everyone to see
- ⊘ Make Service Affecting Decision based on Live Call Information
- ⊘ Track Conversion Targets
- ⊘ Show corporate branding/videos
- ⊘ Welcome customers or provide staff with information using manually editable fields

- ⊘ Real-Timestatistic updates on live calls
- ⊘ Visual & Audible Alarms
- ⊘ Use tile background colour to indicate KPI state
- ⊘ Customise the UI with embedded images and video
- ⊘ Simple deployment using the dedicated
- ⊘ Amazon FireTV application

IPT Dimensions

Make service affecting decisions based on **Live Call Information**

Never miss a call to long waiting times again

If a caller hangs up before they speak to someone, it either means lost revenue or an unhappy customer. By tracking information on active calls, changes can be made so that **a waiting call doesn't become a lost call**.

Using alarms to draw attention to possible issues, supervisors and staff can make intelligent decisions to improve the customer experience and maintain performance targets.

Target Your Staff

Sales, appointments or any other type of call can be categorized and tracked using account codes, then displayed for everyone to see.

Staff can be motivated by seeing the progress they or their team are making, limiting the need for constant supervision. By combining metrics and alarms, performance against targets can be **easily measured and communicated**.
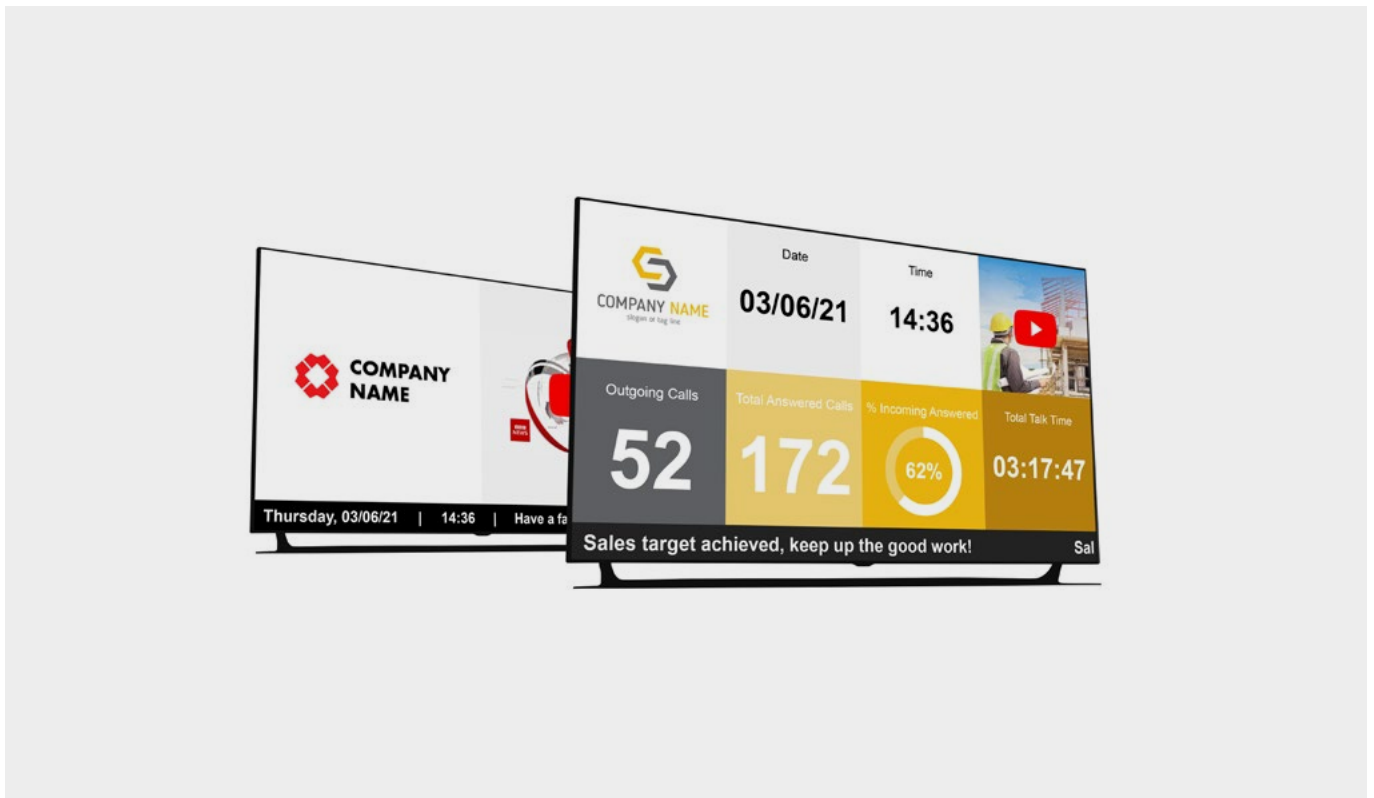
Show Corporate Branding & Videos

Customizing a Wallboard with corporate images not only makes them look more professional but builds brand awareness within an organisation. Images can be used to segment data into teams or departments so that Wallboards are easy to read at a glance.

Corporate videos can also be used to communicate company messages in customer facing areas of a building or to communicate goals or best practices to employees.

IPT Dimensions

Wallboard Licence

Details

- Single Stat & Dual Stat Cycling Tiles
- Multi-Stat Ticker
- Display images to partition Wallboards and promote corporate branding (up to 4 per view)
- Embed videos for customer and employee messaging (one per view)
- Audible & Visual Alarms
- Add custom messages
- Manually switch between workspace views (up to 10 different Wallboard views per workspace)

General Requirements

- Chrome or Firefox
- Microsoft or Google Authentication Support

IPT Dimensions

Amazon **Fire TV**

Save money & time with our simple to use
Amazon Fire TV application

Our dedicated Real-Time Wallboard application for Amazon FireTV **takes the complication out of deploying** a Wallboard.

By using a FireTV to drive the screen instead of a computer, implementation and ownership costs are reduced and user training minimised. Just link the application to a user on the system and select the Wallboard to display, it's that simple!

**To access the Wallboard from an Amazon Fire TV,
the following requirements must be met:**

- Fire TV OS 6 or higher
- Mains USB Power
- Internet Access (via WiFi or using the optional Fire TV Ethernet Adapter)
- TV must meet Fire TV requirements (HDM Iinput, 1080 resolution etc.)

**At time of writing, these are currently
the following models:**

- Fire TV 4K (2018 model)
- Fire TV Stick Lite (2020 model)
- All-new Fire TV Stick with Alexa Voice Remote (2020 model)
- Fire TV Cube

At IP Telecom, we're passionate about communications, working with customers to reimagine the way their business functions and create genuine collaboration.
We drive progress, innovation, and creativity to help businesses stay ahead of the curve and leverage the latest technology for greater efficiency and effectiveness.

Talk to us Today
Book your free consultation
Call us now on **01 687 77 77**

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