# NexLabs **SMART**Wallboard
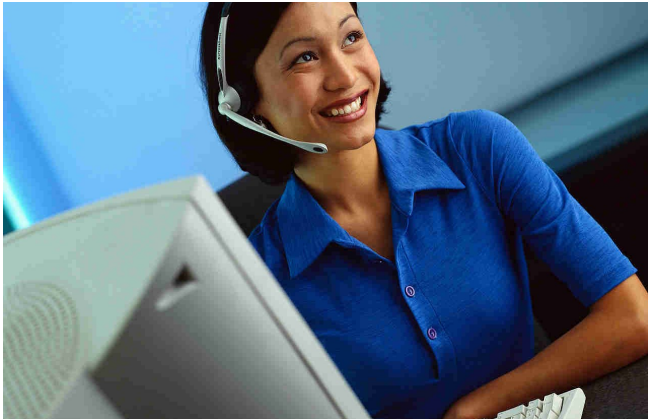
## Visualise Call Center Operations



NexLabs SMARTWallboard is part of SMARTApps Suite of applications that are designed to support Cisco Unified Contact Center (UCC) Express and Enterprise. SMARTWallboard is highly configurable and yet easy to use; it allows the administrator to customise essential contact centre information to be displayed on TV screen(s) via an easy-to-use web-based GUI.
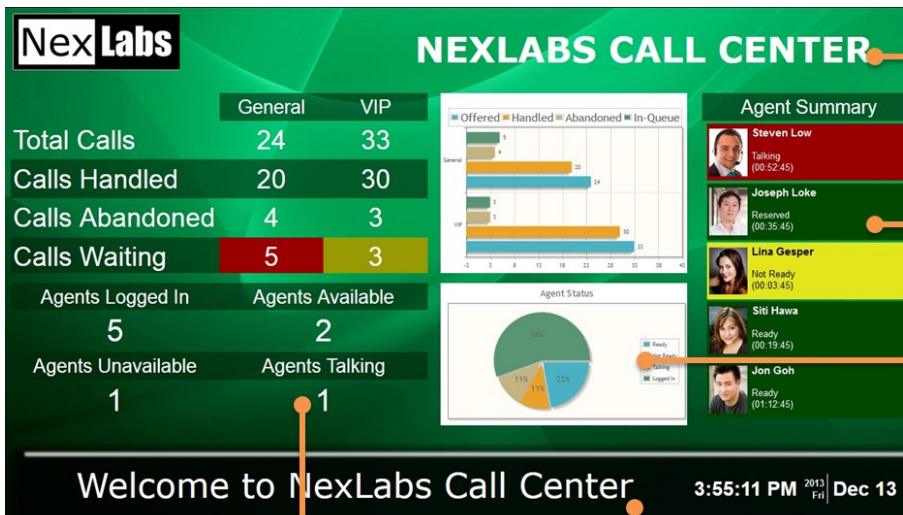


Customisable backgrounds and title

Personalise the information with agent photos

Render data into charts for easy interpretation

Display statistics from multiple Skill Groups concurrently

Scrollable ticker tape to display Message of the Day across the screen

## Visualise Call Center Statistics

Displaying real time contact center information and alerts to supervisors and agents will enable better management in call handling. Prompt awareness of such key metrics allows a contact center to maintain optimum performance and increase customer satisfaction.

SMARTWallboard browser-based GUI can be accessed from any PC with an IP connection for administration. SMARTWallboard provides the flexibility for setting up various views involving different skill groups showing a real time view of contact centre activities such as Call in Queues, Agents Availability, Agent Talking, and more.
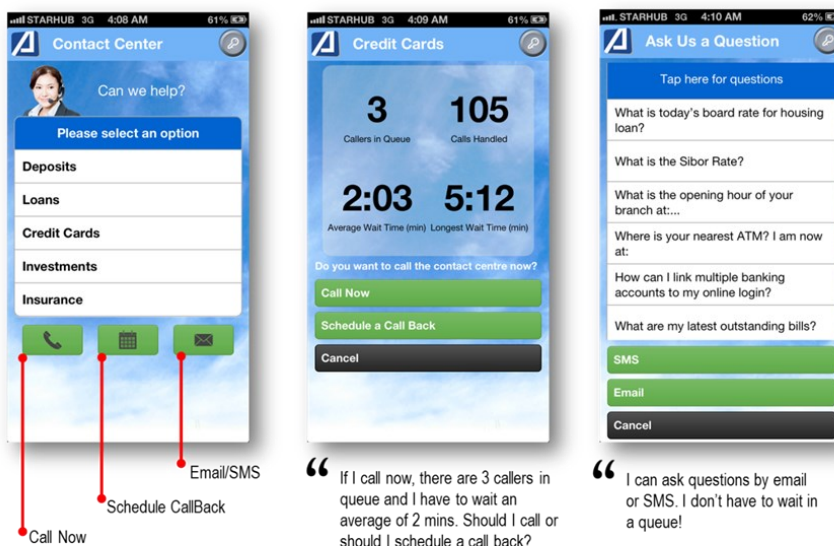
## Multiple Screens, Multiple Devices

SMARTWallboard is designed to display on modern large screen plasma or LCD TV in full colour instead of the traditional LED panel. It improves visibility with colours, allows more information to be communicated on a single screen and enhances the decor of a modern contact centre. Different set of content can be configured for different TV. Each TV can display multiple content rotating at predefined interval. Moreover, SMARTWallboard also offers a "Personal Wallboard" concept that allows contact centre supervisor to view statistics from the colour LCD of a Cisco 7970/71 Unified IP Phones.

## Key Features

- Beautiful colour output on a big screen Plasma or LCD TV
- Customisable Corporate Logo and Title
- Display up to 3 Skill Groups on a 42" TV screen per screen
- Display can rotate amongst multiple screens at configurable interval
- Ticker Tape to display motivational message or any message of the day with a scrolling effect
- Configurable animated graphs to represent statistics
- Web based management interface allows quick configuration of the display from any PC by administrator with a valid password.
- Display on Cisco 797x, 89xx and 99xx color LCD panel as a Personal Wallboard
- Display statistics on the Agent / Supervisor desktop via a variable-sized floating Window.
- Centralised server-based architecture. Software is setup only once in a server and the output can be directed to any TV via the network. Interface to the TV requires a normal PC with video output or a Cisco Digital Media Player, no additional software needs to be installed at the client device.

## SMARTWallboard Mobile Connect

Many organization today releases mobile applications on iOS and Android smart phones. Such mobile applications usually provide their clients and user community with additional information and services as well as an option for a simple "call" function, which is nothing more than a speed dial to the organization's contact centre.



Call Now

Schedule CallBack

Email/SMS

" If I call now, there are 3 callers in queue and I have to wait an average of 2 mins. Should I call or should I schedule a call back?

" I can ask questions by email or SMS. I don't have to wait in a queue!

## Supported Environments

- Cisco Unified CallManager 7 and above
- Cisco UCC 7 and above
- Microsoft Windows XP and above
- Cisco IP Phone Models 7900, 8900, and 9900 series. Excludes phones without XML support eg. 6901.
- Internet Explorer 9 and above, Chrome, FireFox

## Mininium Server Requirements *

- Microsoft Windows Server 2003 Standard Edition SP3
- Microsoft SQL Server 2005 Standard Edition
- Intel© Xeon©  3GHz
- 2GB RAM
- 40GB Hard Disk

* The above specifications are calculated for a dedicated server running this application. Kindly consult with your NexLabs Representative for the right configuration for a bundled  NexLabs product suite.