



TeleVantage Call Center Scoreboard

Boost your call center's performance by staying informed - effortlessly

Are you struggling to keep abreast of your call center's performance by reviewing screens of queue statistics, call logs, or reports? Do you waste time trying to know what your agents are doing at any given moment? Now you can effortlessly stay informed and boost your call center's performance with the TeleVantage Call Center Scoreboard, a TeleVantage Call Center add-on software solution. Use the software to display one or more custom statistic windows with just the performance criteria you want to monitor. Define the key success or failure criteria for your call center's success once and turn your attention to other things — automatic alarms on configurable thresholds alert you — so you can stay on top of performance problems no matter how busy you get. Or add a physical wallboard and motivate your agents by publicly broadcasting team statistics, goals and messages. TeleVantage Call Center Scoreboard will enhance your call center by improving teamwork, enhancing productivity and freeing your supervisors from the burden of monitoring queue and agent performance.

Be alerted to call center success and failure criteria no matter where you are

Easily maintain your queue or agent performance goals by having the TeleVantage Call Center Scoreboard monitor queue and agent performance. Set alarms on any statistic that will trigger when they go above or below one or more custom thresholds you define. Each alarm threshold can alert you in different ways including changing color, playing custom sounds, paging you, or even sending voice mail or e-mail message. Whether your policy is to have no more than 5 calls waiting, or no more than 90% of your agents busy on calls, the TeleVantage Call Center Scoreboard will inform you of these events at the office or on the road.

Motivate your agents with high-visibility wallboard displays

Optionally connect one or more physical wallboard displays to the TeleVantage Call Center Scoreboard to keep your whole organization motivated and informed with critical statistics and alarms. As needed, broadcast important motivational messages to your team such as "We're within 5% of our sales goal". TeleVantage Call Center Scoreboard easily connects to the full line of wallboards offered by Spectrum Corporation or Adaptive Micro Systems, Inc. Start off simple with a low-cost, one-line wallboard to show a different statistic every few seconds or keep your team completely informed by using Spectrum's advanced Ultra Link II software to display multiple statistics at once across multiple lines and columns including scrolling, blinking, colors and audible alarms.

37 all-new statistics

- Active Queue Calls
- Number of Agents
 - Standby or Unavailable
- Call Recordings in Inbox
 - All or Unheard
- Calls Active
 - Inbound or Outbound
- Calls On Hold
- Calls Placed
- Current Queue Calls
- Longest Active
 - Hold Time, Offering, No Answer, Ready or Standby
- Longest Active Talk Time
 - All, Inbound or Outbound
- Longest Active
 - Unavailable, Wait Time or Wrap up
- Most Calls
 - All, Answered or Placed
- Percent Active Calls
 - Inbound or Outbound
- Percent of Agents
 - on Inbound Calls, on Outbound Calls or Signed in
- Percent of Calls
 - Abandoned or Answered
- Ring No Answers
- Total Talk Time
- Total Wait Time
 - Abandoned or Answered
- Voice Messages in Inbox
 - All or Unheard

Standard Call Center statistics By day, shift or period:

- Agents Available
 - Signed In or Wrap-up
- Average Wait Time
 - Abandoned, All, Answered or Talk Time
- Calls
 - Abandoned, Answered, Completed, Received or Waiting
- Longest
 - Call, Talk Time or Wait Time
- Percent of Agents Available
- Queue Status

Customizable Statistic Windows

- Display multiple windows simultaneously
- Each window can show statistics from multiple queues
- Show all statistics at once or scrolling, one at a time
- See statistics by day, period, or shift
- Agent stats such as Most Calls & Longest Talk Time display agent name
- Customize window layout with text messages and lines
- Save multiple window layouts

Comprehensive Agent Activity Window

- Displays all agents by current queue activity
- Show agents activity across all queues or within one queue
- Multiple Agent Activity Windows supported
- Easily identify signed-out agents
- Personal status icons show why an agent is unavailable
- See how long an agent has been Ready, On an Inbound call, etc.

Multiple Alarm Thresholds

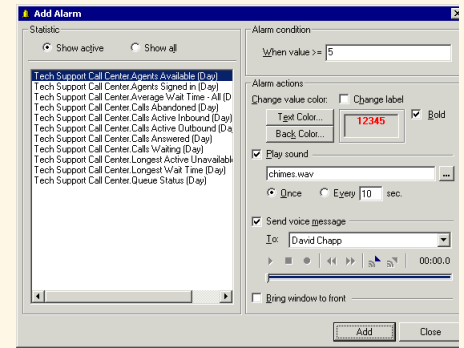
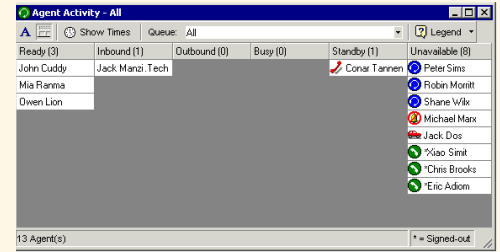
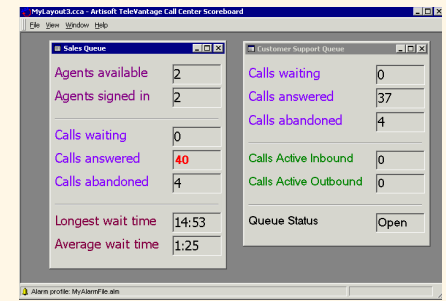
- Set an unlimited number of alarm thresholds per statistic
- Alert via changing color of statistic value and/or label
- Alert via playing any sound file over PC speakers (played once or continuously at a custom interval)
- Alert via screen-pop
- Alert via voice-mail message, email or pager
- Alarms for high or low thresholds
- Send sounds to overhead speakers
- Save multiple alarm profiles for different queues or times of year
- Easily change or disable alarms

Optional Physical Wallboard Support

- Send any call center or scoreboard statistic to wallboard
- All wallboards from Spectrum (www.specorp.com) and Adaptive Micro Systems (www.adaptivedisplays.com) supported
- Connect multiple wallboards as needed
- COM port or network connection supported
- Display text messages
- Change wallboard color on alarms

	Spectrum Corporation		Adaptive Micro Systems
	Ultra Link Lite*	Ultra Link II*	Alpha Messaging*
Text	x	x	x
Color Alarms		x	x
Scroll		x	
Blink		x	
Sound		x	
Multiple Lines and Columns		x	

*One of these software packages is required to send scoreboard statistics to a wallboard.



Call Center Scoreboard Requirements

- TeleVantage 4.0 SP1 or higher
- TeleVantage Call Center (requires Call Center Agent licenses)
- TeleVantage Client license
- PC capable of running the TeleVantage Client
- A supported wallboard and its software (optional)

About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative products have consistently garnered industry recognition for technical excellence, winning more than 30 awards. The company delivers its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our Website, www.artisoft.com.

About TeleVantage

Artisoft's TeleVantage is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available. Designed specifically for small to medium-sized businesses, branch offices and call centers, TeleVantage delivers greater functionality, flexibility and value than proprietary PBXs. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



Artisoft, Inc.
 5 Cambridge Center
 Cambridge, MA 02142
 800-914-9985
www.artisoft.com