mother
technologies

Wallboard Live

Real-time Call Data

Run your call centre with complete, real-time visibility!

Does your business operate a busy phone system that's critical to the bottom line? Wallboards are a great solution for managing call based ordering systems, services or sales teams.

Mother Technologies provides customised wallboards to go with any Unify phone system we install or host. See live data about what's happening on your system so you can make decisions and react when it counts!

Wallboard Live

Wallboard Live is a must for busy telephony environments, call centres and sales teams. It displays real time performance statistics, creating healthy internal competition and equipping managers with key decision making information.

Businesses don't know if they're losing calls unless there's something alerting the to the fact. After the event information cannot prevent failure. Managers need live information that triggers appropriate action to ensure opportunities aren't lost and teams hit their targets. Wallboard Live lets you stay on track to hit agreed targets and keep the customer experience where you need it to be.

Common wallboard panels:

Calls Waiting
Calls currently queuing waiting to be answered

Longest Waiting
Length of time the longest queuing call has been waiting

Longest Wait
The longest waiting call in any given period, from example within a 24 hour shift

Average Wait
The average call waiting time within a given period – great for KPI's

Inbound Active
The total number of currently active inbound calls

Inbound x to x
The number of inbound calls received within a selected period

Outbound Calls
Outbound calls can be summarised by extension, agent, department, site or company.

Outbound Active
The total number of currently active outbound calls

Average Talk Time
The average time spend on each call within a given period

Longest Outbound Active
The duration of the longest outbound call – set alerts against this to notify managers of potential system security breach

Lost Calls
The total number of inbound calls within a given period that were abandoned (the caller hung up)

Agents Signed In (list)
The list of agents signed in

Agents Signed In (count)
The total number of agents signed in to the system

Agents Busy
Number of agents on calls

Agents Unavailable
Agents who have taken themselves offline.

Alerts and Reporting

The powerful engine behind Wallboard Live can be used to trigger pre-defined alerts and customise reports, providing you with critical management information on tap.

Our wallboard service goes beyond a simple dashboard, alerting you to problems immediately, or identifying wider trends with the potential to affect the success of your business.

Alerts can be programmed to appear whenever any aspect of your telecom system crosses a threshold you deem to be critical or require action. It could be more than 10 callers waiting in the queue or agent availability dropping below a desired level.

Reports look at after the fact information and can help you with more strategic based decision making.

For example, your call centre might be critically understaffed. If you need two more agents absorb the average number of lost calls over the last quarter then it could be time to think about ramping up production too.

Or you might want to analyse the busiest times of day, month or year in order to make sure you accordingly scale the number of staff during these periods for optimal cost efficiency.

If there are reports you need on a regular basis then Mother can automate them into your email inbox to save time. Perhaps your call centre manager wants a report on the previous day's performance mailed to his outlook every morning at 9am. Not a problem!

Common reports:

Lost Calls
See an overview of your last calls broken down into desired intervals and see where performance needs to improve

Top Agent
Receive a daily, weekly or monthly report to see who your best performing agents are, however you want to define it

Territory Analysis
Know where your calls are coming from by assigning area codes to your territories and see if your campaigns are triggering are response

Customer KPI
Identify your KPI's and know whether or not you are satisfying them

Outbound Breakdown
Analyse your outbound calls by extension, agent or department so you can make sure sales or customer service staff are hitting targets

DDI Breakdown
Produce summary reports of what inbound numbers your customers are calling - is one salesman getting most calls, or are they responding to a specific campaign DDI number?

Calls Waiting	Longest Waiting Now	Longest Wait
10	**00:12**	**00:58**

Average Wait	Inbound Active	Inbound x to x
00:15	**18**	**3763**

Average Call Time	Lost Calls	Agents Signed In
00:41	**139**	**8**

Agents	Agents Busy	Agents Not Available
3. John Smith	**8**	**0**

Hosted Service

Wallboard Live is hosted, meaning there is no capital expenditure required. And our service is available for any on-site or hosted Unify telephony system.

Even if Mother hasn't provided your telephone system we can still deliver Wallboard Live. A hosted solution means you don't need to purchase any equipment, instead you pay a monthly fee for feature rich functionality. No onsite equipment or complexity is required and all ongoing development is included.

Our datacentres are located across Scotland and graded tier 2 as a minimum. All data is replicated and backed-up using co-location across our datacentres for added built in resiliency.

Monthly Subscription
Our billing is on a monthly basis with no upfront expenditure necessary

Pricing Scale
Pricing is built on how many extensions and agents you have, the number of wallboards you'd like, plus the level of reporting complexity and automation required. It's affordable for even the smallest of operations

Cost Efficiency
Hosted services mean you don't need to purchase equipment or pay for the related electricity, maintenance costs, replacement, or worry about data back-up and disaster recovery facilities

Simplicity
There is no set-up complexity, we will manage everything for you quickly with minimal input and no disruption to your system

Full Customisation
Whether it's branding, display options, reporting functionality, catering to multiple user groups or setting alert criteria, everything about your wallboard service can be fully customised to meet your exact needs across any number of locations.

Platform Independent
Wallboards are browser based will work on any operating system or device

Accessibility
Wallboard Live can be accessed by staff anytime, anywhere, as long as they have internet connection.
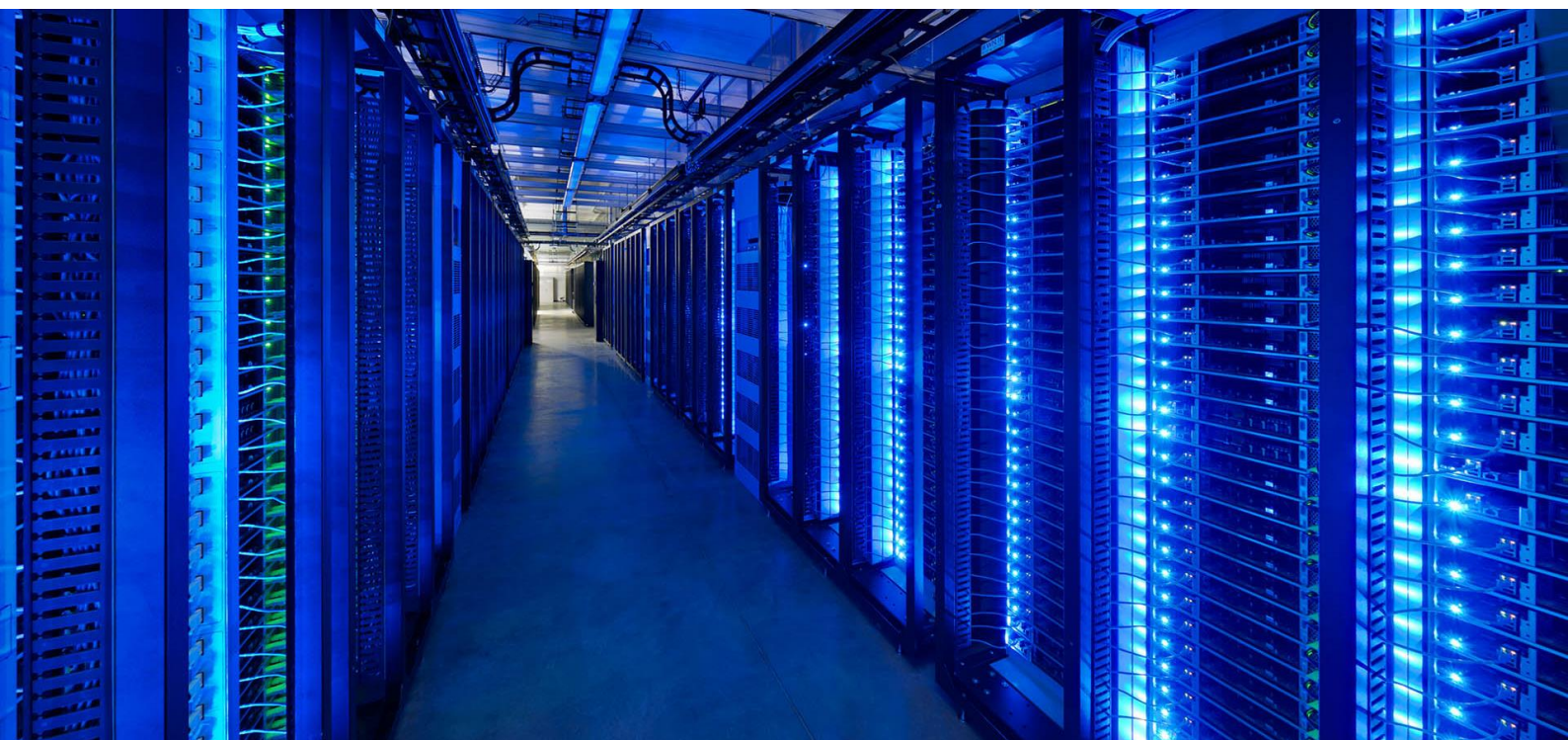
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