



b+s Wallboards

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Enhanced real-time monitoring with customizable, responsive Wallboards for Cisco Contact Center

Get past the endless data lakes to view exactly what is driving your business today. b+s Wallboards are quickly deployed, innovatively designed, out of the box solutions that power your Cisco Contact Center teams towards service excellence.

b+s Wallboards overlay contact center data from a wide variety of sources into engaging and impactful dashboards, giving managers and supervisors a 360° view over the team's and business's performance. With a choice of many intuitively designed templates and customizable data sources, you have the power to highlight and gamify your most valuable contact center KPIs. Delivering data in hard-hitting and meaningful ways, that empowers and motivates your agents, has never been simpler!

Developed with responsive web design, b+s Wallboards will render in a wide variety of formats, ranging from mobile and desktop devices to large-profile monitors, suitable as the focal point of your contact center. This means wherever your agents or supervisors are, home or abroad; they have visibility over the service center's KPIs.

Should your team's performance reach its thresholds, you want your supervisors and managers to know about it before your customers. Wallboard alerts, ensure those in control have the facts they need to react before the impacts become noticeable.

Give your teams the insight they need to perform with b+s Wallboards.

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www.bucher-suter.com
info@bucher-suter.com
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PRODUCT HIGHLIGHTS

- Out-of-the-box design to get started fast
- Wide choice of striking templates
- Responsive UI to support all formats
- Real-time statistics
- API connection to multiple data sources
- Modify over time, as data sources change
- Threshold customization
- Real-time visual and email alerts

KEY BENEFITS

- Gamify your contact center with impactful dashboards to motivate and encourage your teams. Summaries, leaderboards, and agent overviews give your agents the information they need to drive their performance. They'll be competing with one another to deliver even better service to the benefit of the contact center and your customers.
- Use data to drive your contact center decisions. KPI alerting and monitoring gives you the power to make fast and responsive changes to your team and workflows as and when they're required.

