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Universe with Wall Display
Tracking the performance of your service

Universe with Wall Display

Product Sheet

Firstcom Europe's unified communications product, Universe, includes call centre functionality and with the Wall Display option allows you to track the calls and agents in your call centre, in real time. It is v viewed from a computer screen in the Universe application either remotely, or in the office.

1. Get a snapshot of your call centre in real time, online

By selecting the Wall Display option for Universe, a snapshot of contact centre performance is available in real time.

✓ Average talk time	✓ Number of calls waiting
✓ Average wait time	✓ Number of answered calls
✓ Maximum wait time	✓ Lost calls
✓ Available agents	✓ Total calls presented
✓ Details of waiting calls	✓ Time for waiting
✓ Routing hierarchy selected; All Calls, Round Robin or Random to the different agents	
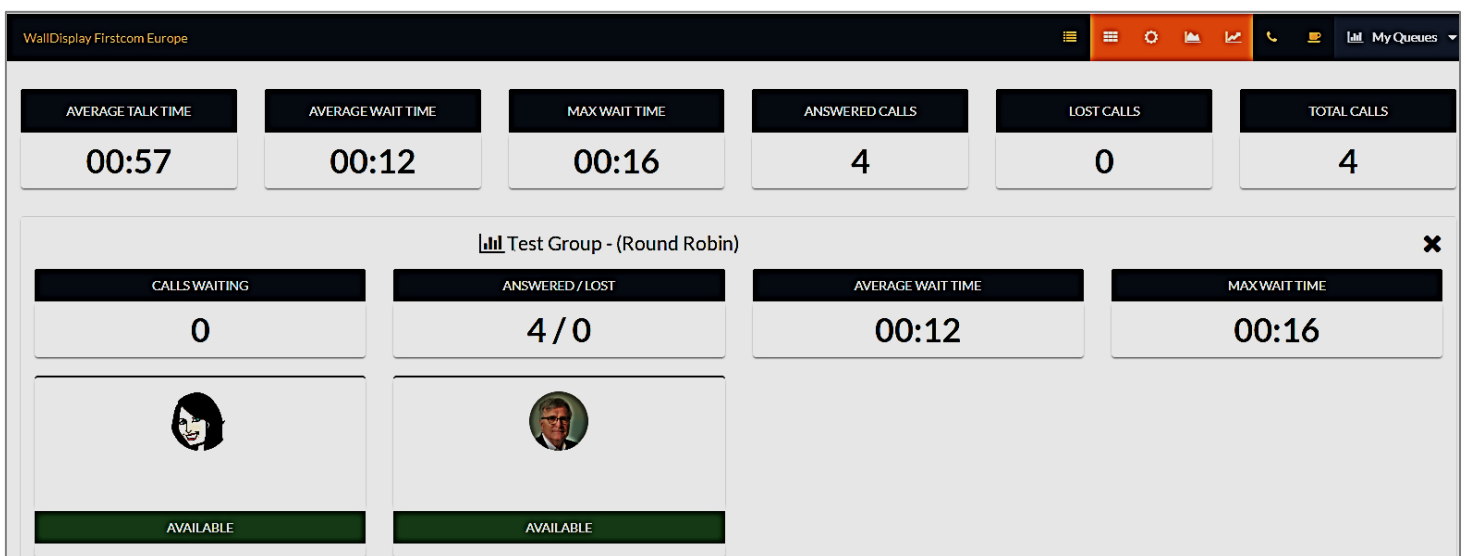
2. View all work groups in the one place - from anywhere

Each work group on your IVR (Intelligent Voice Routing) can be seen in the one location on the application and the wait times, calls waiting, answered and calls lost statistics. These metrics apply to each group and therefore an administrator can see which agents are online and where more (or fewer) agents are required. Because Universe is hosted in the cloud, your agents can be located anywhere the internet is available and similarly the administrator can view the collective performance of the teams from anywhere, either at home or in the office

3. One button selection to get the information you need in real time

By scrolling down all the work groups in the company can be seen in the one place.

List View - Selecting this icon changes the agents into a vertical list.

Tiled View – Presents the operators in a tiled view as shown above

Brightness – The background of the screen can be grey or white, depending on whether this option is selected

Overall Statistics – This gives information on; Average Talk Time, Average Wait Time, Answered Calls, Lost Calls, Total Calls

Queue Statistics – This provides information about Calls Waiting in the queue, the calls that are Answered or Lost, Average Wait time in the Queue and the Maximum Waiting Time

Waiting Calls – This tells you the phone numbers of callers waiting and the amount of time they have been waiting.

Unavailable Agents – This gives a list of agents that are not currently available to answer calls because they have taken themselves off the IVR

4. Statistics for previous periods

Call statistics are included in Universe as a standard feature, giving you the ability to review previous periods. They can be displayed graphically, on the screen of administrators, or downloaded for different periods. The information captured is by Agent Group, Agent, time of entry in the queue, time in the queue, talk time, call answered or lost, number of calls in the queue at the time the call was placed,

5. More clever features - Call Recording

View Universe for Call Centres product sheet to see how our unified communication product would be of benefit to your business. With our Call Recording Pro option, all selected calls can be recorded for your call centre, which helps in both training and resolving customer disputes.

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6. Features and Benefits of Universe for with Wall Display

FEATURE	BENEFIT
Real time information	Allows call centre managers to utilize their workforce effectively by detecting where the bottlenecks are
Agent availability	See who is available to take calls and manage staff breaks to enable calls to be answered effectively
Queue information	Queue statistics help management with the allocation of resources and enable quick responses such as work group re-allocation and IVR re-direction
Current Statistics	By reviewing Average Talk Time, Average Wait Time, Answered Calls, Lost Calls, Total Calls managers can plan for the near future to maximize customer contact rates and satisfaction
Past Statistics	Review volumes of calls and results from previous periods and identify where the problems exist so that they can be fixed. This assists with campaign planning and enables individual call records to be reviewed
Simple graphical interface	With the simple graphical interface on Universe with Wall Display you can immediately see what is going on in your call centre

7. Contact Us

We would be pleased to demonstrate our product to you at no charge. Simply make contact and ask for a demonstration, we will set it all up and we would be proud to show you what Universe with Wall Display can do.

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