

SUCCESS STORY | CONTACT CENTER

Leading Contact Center ISV ensures superior agent-supervisor experience with an Insightful Desktop Wallboard solution

For better usability, data flow, and team-based performance insights



About the client

The client is a global Contact Center ISV specializing in business communications, specifically unified communications (UC), contact center (CC), and services in the cloud, on-premise, or hybrid. Its open, converged, and innovative solutions take communications to new heights, connecting organizations to their customers, workforce, and communities with secure, intelligent experiences

Requirement

The client had a difficult time with outdated, non-scalable desktop wallboard. It lacked several essential features, such as fast and seamless data flow between real-time and historical data from legacy systems and team-based performance insights. The UI/UX also

needed a revamp for better usability and localization support. The reporting software didn't support any graphics to view the Contact Center metrics.

Solution

Servion built an Insightful Desktop Wallboard solution that is far superior technically and functionally..

This highly robust, scalable, and cross-platform solution with rich graphical and responsive UI also included

- Quick integrations into ACD software and other thirty party data sources
- Tabular visualization of real-time and historical data supported by widgets

- Graphical representation of Contact Center metrics in multiple formats (abandoned calls rate, service level, calls in queue, queue call wait time, etc.) Ability to showcase role and team-based metrics on large screens
- Responsive UI to showcase data from the REST-based microservices
- Enhanced agent experience with a multi-threshold level.
- Highly configurable solution with multiple themes.

Business outcomes

The new Desktop Wallboard solution brought about

several benefits for the client:

- Higher usability and better web and desktop experience for manager, supervisors, and agents
- Enhanced user experience and simplified user journey
- Rich graphical and responsive UI across all devices
- Increased performance with 3X faster load times, compared to the old app
- Technically and functionally scalable
- 40% increase in the customer base for the new release

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