

Ranked No1. Wallboard Solution by Call Centre Focus Magazine (CCF)



**Motivate the people who count!**

**Improve Customer Care!**

**Increase sales!**

**Get more from your core-systems!**

**Impress visitors!**

### Create a self motivated Contact Centre

**Optymyse RT** Wallboards give agents, supervisors, team leaders and managers instant access to the key metrics that drive improvements in customer care, agent motivation and customer retention. In comparison to almost all other forms of contact centre technology, wallboards represent outstanding value for money and almost instant ROI.

### Fast Response, Instant Optimisation

**Optymyse RT** Wallboard Solutions focus on the key metrics that have the greatest impact on your customer care standards. By giving agents a clear view of incoming call volumes, service factors and calls waiting they are able to react to ever changing demands. It is a known fact that lack of knowledge and direction causes stress in agents, **Optymyse RT** Wallboards reduce agent stress with clear, easy to access contact centre data. **Optymyse RT** Wallboard Solutions include a powerful *Admin Console* which allows users to modify label names, set thresholds, re-order statistics, schedule scrolling messages and more.

### Release manager time and improve agent training

Two of the biggest issues with any contact centre are staff turnover and time to train. By giving agents instant access to key contact centre metrics, **Optymyse RT** Wallboards free up manager time allowing more time to be spent on mentoring and training.

### Powerful Technology, Quick Results

By using the latest thin-client hardware and browser-based techniques, SJS Solutions are able to feed key data directly from your *Siemens HiPath*, via your existing network, onto bold, full colour displays (LCD, TFT, Plasma etc). New technology and the ever decreasing cost of flat-screens means everyone can benefit from **Optymyse RT** Wallboard Solutions.



#### Benefits

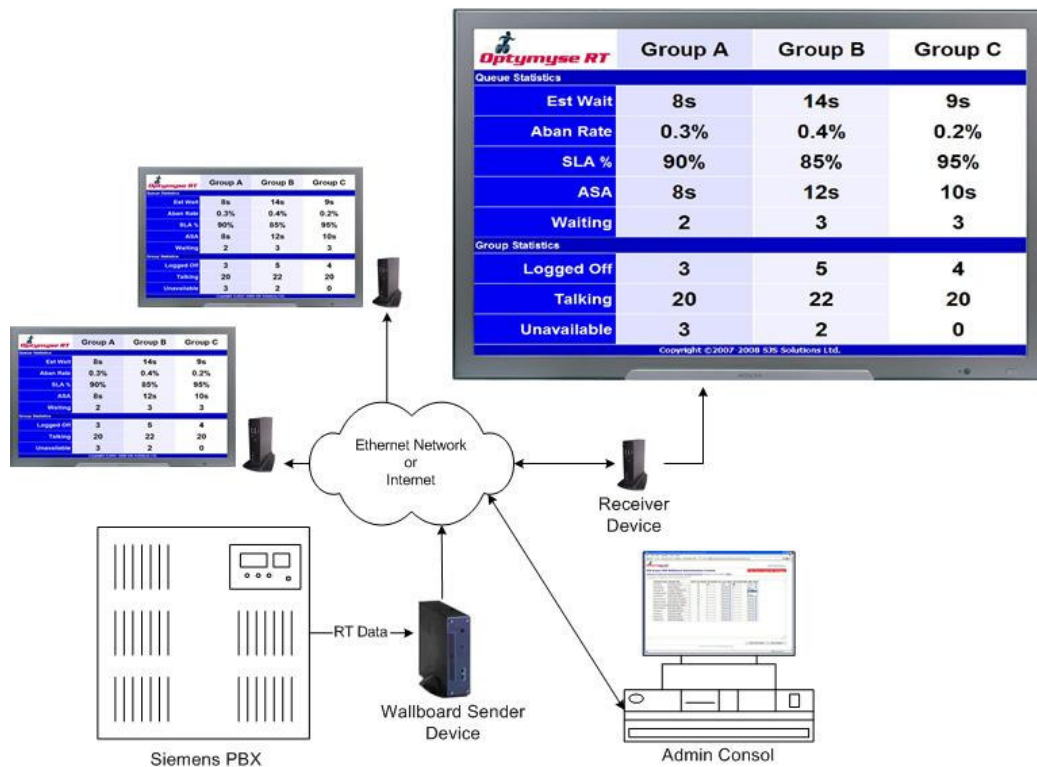
- Clearly communicate Key Metrics to agents, Team Leaders and Managers.
- Instant ROI
- Continuous Contact Centre Optimisation.
- Empower agents to manage Customer Care Standards.
- Free up management time.
- Clearly communicate the importance your company places on Customer Care.
- Accelerate the ROI of other more expensive core-systems.(PBX, CRM)
- Quickly pass key messages on to agents
- 100% Scalable, multiple screens
- Impress visitors to your centre

#### Features

- No dedicated cabling required
- Small, silent and easy to install hardware
- 100% Scalable, multiple screens
- Full colour, professional displays
- Instant scrolling messaging
- Connects directly to HiPath in REAL-TIME
- Feeds to any VGA compatible screen (LCD, Plasma, TFT)
- Admin Console: Change Labels, Re-Order data, Set Threshold, Schedule Instant Messages
- Tailored screen layouts
- Browser-based Desktop Wallboard which allows anyone to see real-time stats on their desktop.

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Quick Installation, Fast Results



Existing Optymyse RT Wallboard users include:



Global Express,  
Logistics & Mail



*“As a direct result of the wallboards, call wait times have been reduced by over 50% with significant improvements in other service levels.”*

Cheryl Parsons, CC Manager, Cheshire East Council

*“In the first 3 months after installation we increased our service level performance by over 37%”*

Rachel Ball, CS Manager, Hogg Robinson Travel Group.

*“As a direct result of this solution in the first month we saw a 20% increase in the level of service our front line teams were achieving”*

Jason Mercer-Pottinger, Head of CS, Baxter Healthcare.

**Total Flexibility:**

In order to meet the ever changing needs of modern contact centres, SJS Solutions offer you the opportunity to change screen layouts, blend data from multiple sources and use wallboards for training and marketing purposes. For an *instant quote* send details of your contact centre: Siemens Model, Software (HiPath etc), agent numbers etc. to: [info@sjssolutions.co.uk](mailto:info@sjssolutions.co.uk) and we will reply within **24 hours**. For more information contact SJS Solutions free on: **0800 298 5165** or go to: [www.sjssolutions.com](http://www.sjssolutions.com)