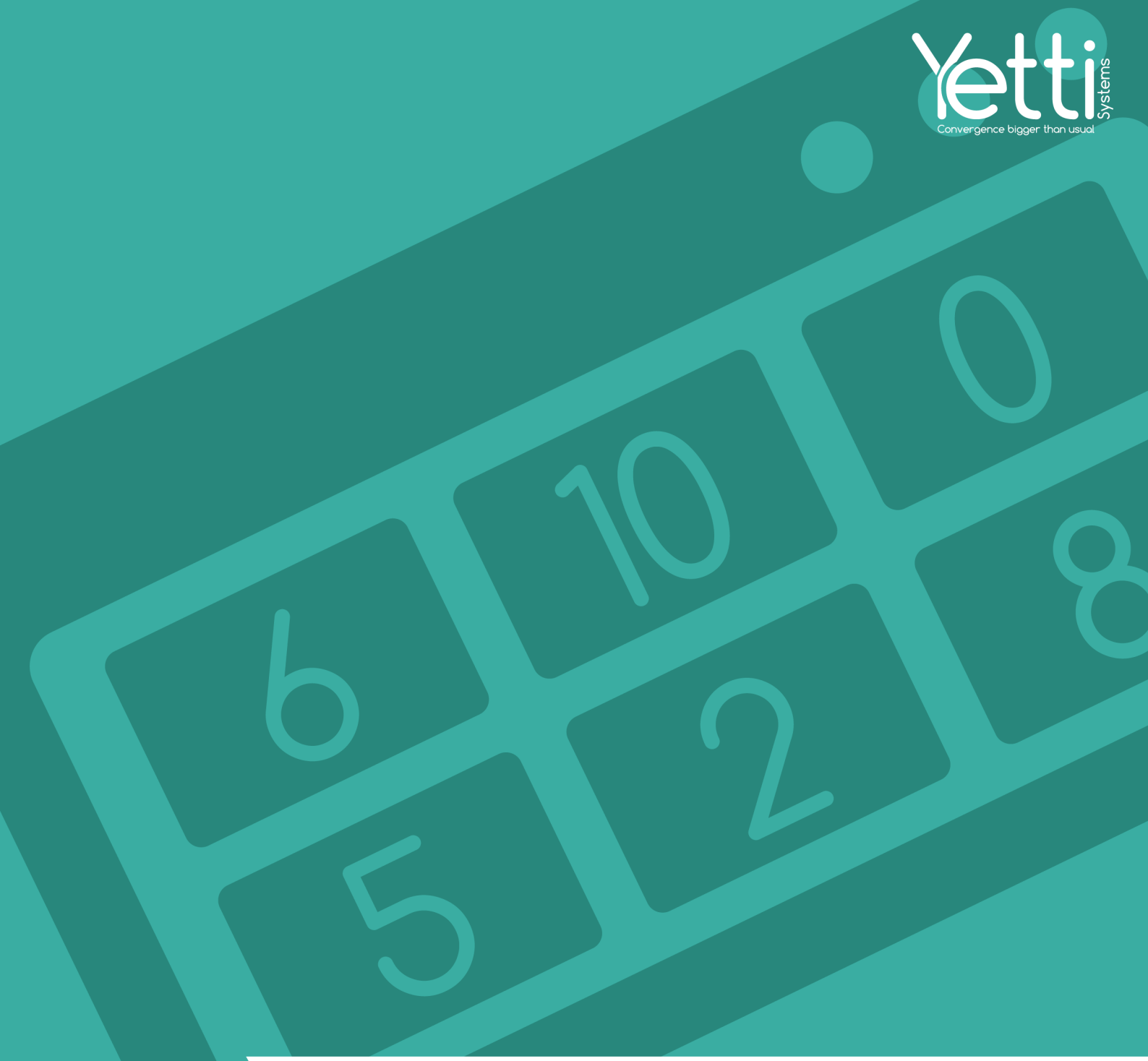
Yetti Systems
Convergence bigger than usual



snowVIEW

A soft Wallboard Application

© DataSheet 2015

www.yetti-systems.com

Typical Statistics we provide are:

- Call Answered
- Calls Waiting
- Longest Waiting
- Calls Abandoned
- Abandoned Calls (%)
- Average Ring Time
- Calls Answered Previous Hour
- Total Calls
- Average Talk Time
- Longest Call Time
- Agents Available
- Agents Busy
- Agents Logged in
- Service Level Stat (%)
- Agents Unavailable

SnowView Performance measurement!

snowVIEW

A soft Wallboard Application

Introduction

snowVIEW is completely a Software based Wallboard application which turns a simple ACD system into a call centre by displaying real time and up-to-the minute statistics on a PC or Plasma monitor. eVIEW architecture is client-server, which means that you will need a PC Server to run the software (Windows 2003 Server) and each client will be a PC which displays the Wallboard. The licensing is concurrent which means that if you buy one client, you can display it on multiple screens but only "one instance" can run.

Client-side Interface

Interoperability with PBX

The snowVIEW Wallboard interoperates with the OmniPCX Enterprise over a CSTA link. You will need CSTA licences (lock 101) equal to the number of agents plus mCSTA licences (lock 113) equal to the number of queues or pilots. These have to be purchased direct from Alcatel-Lucent or their distributors.

Interoperability with PBX

Set up is easy via a web browser and you can configure the stats and the queues you want to display on the wallboard screen. Each queue is referred to as a pilot and you can set up as many pilots in the Wallboard as the PBX will allow.

All stats are shown in the form of tiles. Each tile can be dragged around using a mouse, their colours and fonts can be customised. Thresholds can be configured for each tile so that it starts flashing in an alerting manner when the stat threshold is broken. A message will start scrolling across the LED bar on top of the screen of the Wallboard.

Agent and Call Centre Performance Monitoring

You can use wallboard for Agent performance evaluation and call centre's Server Level monitoring by creating stats specific to your call centre needs. While a list of all Agents is shown for each criteria, you can use the same list to identify the top Agent.

Yetti Systems
Middle East Asia

www.yetti-systems.com
mea.enquiries@yetti-systems.com

Yetti Systems
Convergence bigger than usual

Supported Platforms

CISCO

AVAYA

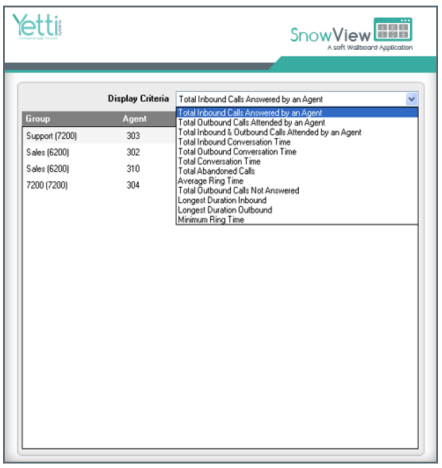
Alcatel·Lucent

SnowView Performance measurement!

snowVIEW

A soft Wallboard Application

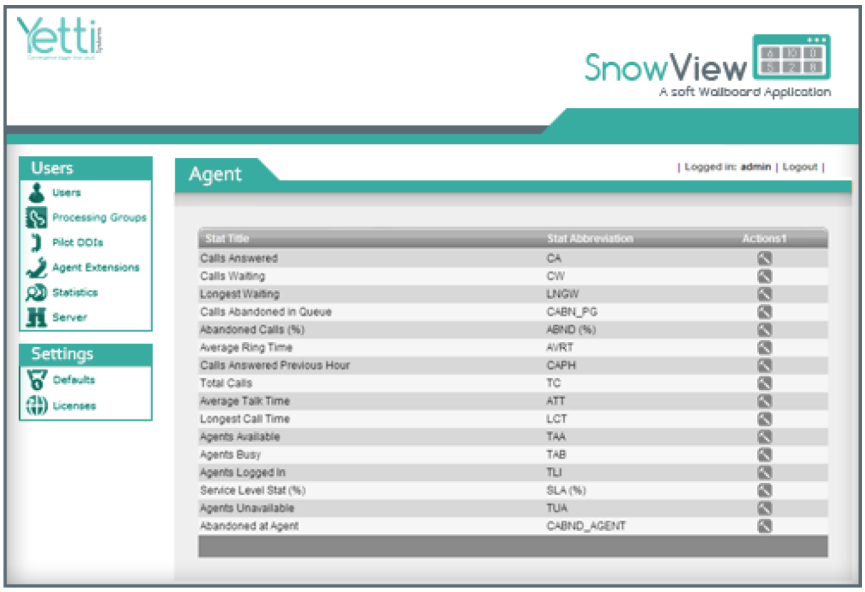
- Total Inbound Calls Answered by an Agent
- Total Outbound Calls Attended by an Agent
- Total Inbound & Outbound Calls Attended by an Agent
- Total Inbound Conversation Time
- Total Outbound Conversation Time
- Total Conversation Time
- Total Abandoned Calls
- Average Ring Time
- Total Outbound Calls Not Answered
- Longest Duration Inbound
- Longest Duration Outbound
- Minimum Ring Time



Admin-side Interface

Call statistics. Queue statistics. Agent statistics.

Whatsoever statistics you need to run a call centre, you should be able to get them from the simple web GUI, seen below. All statistics can refresh themselves on a daily basis, say at midnight.



Licensing

The Wallboard will work in evaluation mode for 45 days. As soon as the application is loaded, you can generate a PC Registration Key, which you can send to us so that we can generate a licence key that will allow the application to run for all time on that server.

Yetti Systems
Middle East Asia

www.yetti-systems.com
mea.enquiries@yetti-systems.com

Yetti Systems
Convergence bigger than usual