



Brikerbox Wallboard

itmn Wallboard Statistic Call Center
Infotech Media Nusantara

Online Call: 2, Waiting Call: 0, Agent ACW: 1, Agent AUX: 1, Date: 18 Jun 2015, Time: 16:45:08

Agent Name	Device	Answered	Average Call	State
Agent 1	5201	8	00:06:19	Online
Agent 2	5202	4	00:03:57	Idle
Agent 3	5203	7	00:04:01	Online
Agent 4	5204	3	00:03:55	Offline
Agent 5	5205	5	00:04:21	ACW
Agent 6	5206	6	00:05:17	AUX

Total Call Answered: 33, Average Call Duration: 00:04:39, Abandon Call: 2

Call Center Services - PT. Infotech Media Nusantara

itmn Wallboard Outbound Call Center
Infotech Media Nusantara

Date: 18 Jun 2015, Time: 16:45:08

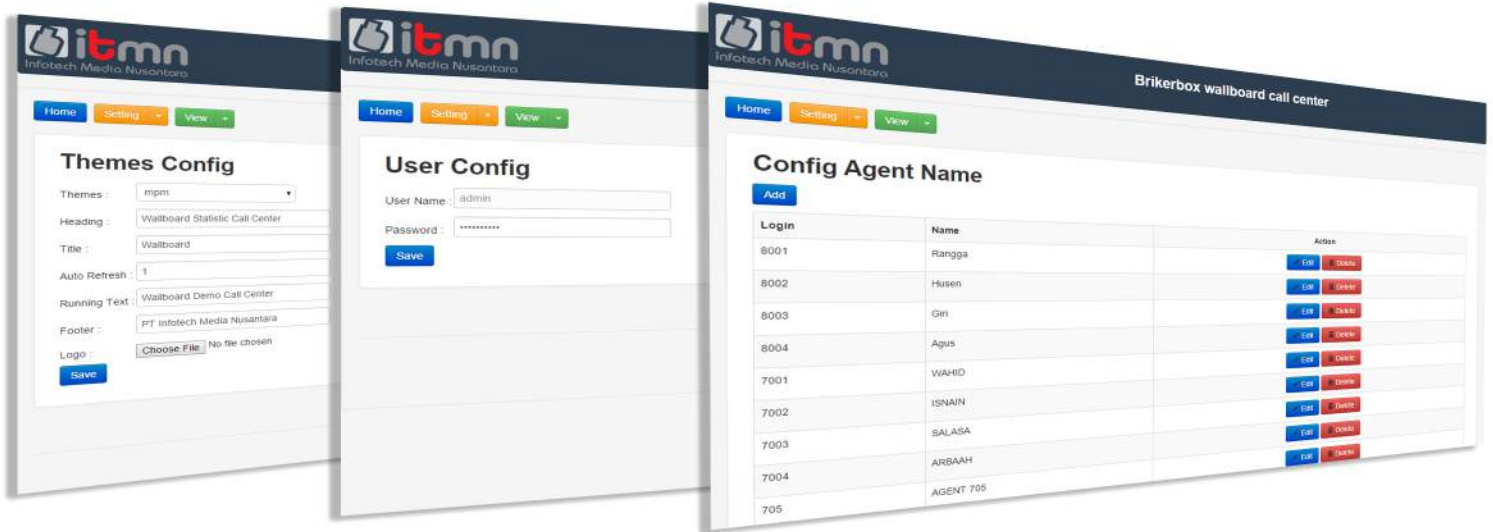
Agent Name	Device	Total Call	Avg. Call	State
Mark	1701	48	00:03:15	Idle
Rizal	1702	39	00:03:02	ACW
Rere	-	-	00:00:00	Offline
Dian	1704	42	00:03:14	Online
Agung	1705	43	00:02:54	Online
Sonya	1706	47	00:02:44	AUX
Seno	1707	46	00:03:21	Idle
Sulis	-	-	00:00:00	Offline
Ajeng	1709	47	00:03:08	Idle
Ayu	1710	42	00:02:59	Online

Wallboard Statistic Call Center - PT. Infotech Media Nusantara

Overview

Brikerbox Wallboard is fully and useful web based application program to monitor call center performance and productivity, with real time data display Brikerbox Wallboard can help team leader to monitor status of agent (offline, idle, busy, or pause) and monitor productivity of agent.

Brikerbox Wallboard allows the opportunity for increased awareness, reliability, efficiency and high productivity so that your team can accomplish the goals of the organization. Brikerbox Wallboard easy to display in computer monitor or TV which connected to network.



Highlight Feature

- Web Based Platform
- Light Weight Web Application
- Real Time Data Display
- Display Status of Agent
- Display Data Call of Agent
- Display Summary Data Call
- Customizable Themes

Inbound Feature

- Call in queue
- Agent idle
- Agent busy
- Agent pause (ACW & AUX)
- Agent offline
- Answered call
- Abandon call
- Timeout call
- Total call
- Average time answer call
- Service level agreement (SLA)



Outbound Feature

- Agent idle
- Agent busy
- Agent pause (ACW & AUX)
- Agent offline
- Answered call
- Total successful call
- Average time cal