

COSPI

- DESKTOP READER BOARD

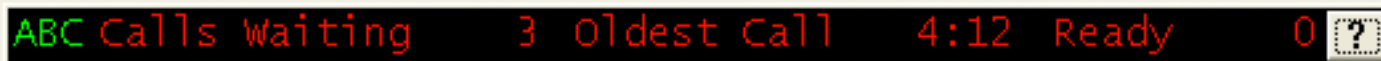
HERE IS WHY CCSPI IS THE IDEAL DESKTOP READER BOARD

Many Contact Centres use reader or display boards to display critical telephony information. However, agents must look away from their working environment to view the information on the reader board. CCSPI solves that problem. It puts a reader board on each agent's screen where it is in their line of sight all the time.

If information is important it must be visible all the time and from everywhere in your call centre.

CCSPI brings your display board off the wall and onto every agent's PC screen. Key telephony information is right in front of agents' eyes and (optionally) on top of all other information displayed by your business applications. Agents can't help but notice it.

And if you're worried about taking up space on agent screens that are already cluttered with information, your agents can put CCSPI into "Mini Mode". In mini mode text labels are removed and replaced by tool tips.



CCSPI Desktop reader board in normal mode

KEY FEATURES

Tightly integrated with Genesys suite

CCSPI is certified for use with the Genesys version 7.2 and later. All statistical data is sourced from StatServer which keeps the information displayed consistent with that displayed by CCPulse or AgentPulse. Configuration of CCSPI is performed from within Genesys Configuration Manager.

Monitor any queue

Up to 75 queues can be monitored in a continually rotating display. Agents can select a particular queue for display at any time. In addition to being able to monitor and report on ACD queues, CCSPI is able to provide information on Virtual Queues. This allows e-mail, chat and co-browse queue information and statistics to be displayed.

Message display

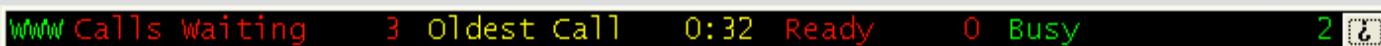
Contact Centre Team Leaders and Managers can communicate with all agents or a group of agents using CCSPI Messenger. CCSPI Messenger is an additional application that is supplied as part of the CCSPI solution and which allows messages to be composed, prioritised and sent. Messages are received by CCSPI and are scrolled across the display.

Secondary display feature

Agents can click the menu button ("?" button) and display their login, ready, not ready, hold time or any combination of these so they can monitor their individual performance. This secondary information is displayed for five seconds before the display automatically reverts to the primary display shown above.

Optional statistics

The queue and agent group statistics displayed on CCSPI's primary display can be customised for each queue. An optional 4th statistic can be included for display if required.



CCSPI Desktop reader board in normal mode showing optional 4th statistic (Busy)

Thresholds

Each of the queue and agent group statistics displayed on CCSPI's primary display can have up to three threshold levels. When a statistic is within the Normal threshold range the associated text is displayed in green. If the statistic reaches the Alert threshold the text turns yellow. When the Danger threshold is reached the text is displayed in red. Thresholds can be changed at any time using Genesys Configuration Manager and are effective immediately. Each of the thresholds associated with the statistics can operate independently or be coupled. When operating in coupled mode, any statistic that reaches the Alert or Danger threshold levels will cause all statistics to change to yellow or red for maximum effect.

Audible alarm

In addition to the coloured thresholds described above, an audible alarm can be configured. If the number of calls in a queue or age of a queued call reach a predefined level an audible alert can be played.

Desktop positioning

To ensure continued visibility, CCSPI can be configured to be displayed on top of any other applications which are running on an agent PC. Agents may drag CCSPI to any position on their screen that suits them. When launched, CCSPI will return to the last position it was left in.



Requirements

Agent PC:

- Microsoft Windows XP/2003 & Windows 7
- 2Mb free disk space

CTI Server:

The CCSPI application running on agent PCs are provided with statistical information from a server based application named MiniStat. MiniStat in turn sources its data from Genesys StatServer. The minimum requirements for MiniStat are:

- Microsoft Windows XP/2003
 - Genesys StatServer version 7.2 (or later)
 - 2Mb free disk space.
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Further information

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