

Vertical TeleVantage[®] Scoreboard

Product Sheet

Boost Your Call Center's Performance by Staying Informed – Effortlessly



TeleVantage Call Center Scoreboard keeps you constantly informed on all aspects of your call center's performance. It displays real-time queue and agent statistics on any Windows[®] PC or a wallboard and offers several modes of alert alarms. Now you can optimize the performance of your call center - at a glance.



The TeleVantage Call Center Scoreboard boosts call center performance by improving teamwork, enhancing productivity and freeing supervisors from the burden of manually monitoring queue and agent performance. Scoreboard displays one or more custom statistic windows with the performance criteria you choose on any supervisor or agent's Windows[®] PC. You can define the key success or failure threshold criteria for your call center, and have automatic alarms alert you when the thresholds are exceeded. Screens are easily customizable to enable you to stay on top of performance problems no matter how busy you get. You can even output data to a physical wallboard display and motivate your agents by publicly broadcasting team statistics, goals and messages.

BE ALERTED TO CALL CENTER SUCCESS AND FAILURE CRITERIA NO MATTER WHERE YOU ARE

TeleVantage Call Center Scoreboard automatically monitors queue and agent performance. You can set alarms on any statistic to trigger when one or more custom thresholds you define are exceeded. Each alarm threshold can alert you in different ways, including changing

color on the screen, playing custom sounds, paging a manager or even sending voice mail or e-mail messages. Whether your policy is to have no more than five calls waiting, or x minutes wait time, the TeleVantage Call Center Scoreboard will inform you of these events at the office or on the road.

MOTIVATE YOUR AGENTS WITH HIGH VISIBILITY WALLBOARD DISPLAYS

Optionally connect one or more physical wallboard displays to the TeleVantage Call Center Scoreboard to keep your whole organization motivated and informed with critical statistics and alarms. As needed, broadcast important motivational messages to your team such as "We're within 5% of our sales goal." The TeleVantage Call Center Scoreboard easily connects to wallboards offered by Spectrum Corporation or Adaptive Micro Systems, Inc. Start off simple with a low-cost, one-line wallboard to show a different statistic every few seconds or keep your team completely informed by using Spectrum's advanced Ultra Link II software to display multiple statistics at once across multiple lines and columns including scrolling, blinking and colors, as well as audible alarms.

Vertical TeleVantage Scoreboard

STATISTICS AVAILABLE BY DAY, SHIFT OR PERIOD

- Active Queue Calls
- Agents Available: Signed In, Standby, Unv or Wrap-up
- Average Wait Time: Abandoned, All or Answered
- Call Recordings in Inbox: All or Unheard
- Calls Active: Inbound/Outbound
- Calls on Hold
- Calls Placed
- Calls: Abandoned, Answered, Completed, Received or Waiting
- Current Queue Calls
- Longest Active Talk Time: All, Inbound or Outbound
- Longest Active: Hold Time, Offering, No Answer, Ready or Standby
- Longest Active: Unavailable, Wait Time or Wrap up
- Longest: Call, Talk Time or Wait Time
- Most Calls: All, Answered or Placed
- Number of Agents: Standby or Unavailable
- Percent Active Calls: Inbound or Outbound
- Percent of Agents Available
- Percent of Agents: On Inbound Calls, Outbound Calls, Signed in
- Percent of Calls: Abandoned or Answered
- Queue Status
- Ring No Answers
- Total Talk Time
- Total Wait Time: Abandoned or Answered
- Voice Messages in Inbox: All or Unheard

FEATURES

Customizable Statistic Windows

- Display multiple windows simultaneously
- Each window can show statistics from multiple queues
- Show all statistics at once or scrolling, one at a time
- See statistics by day, period or shift
- Agent stats such as Most Calls & Longest Talk Time with agent name
- Customize window layout with text messages & lines
- Save multiple window layouts

Comprehensive Agent Activity Window

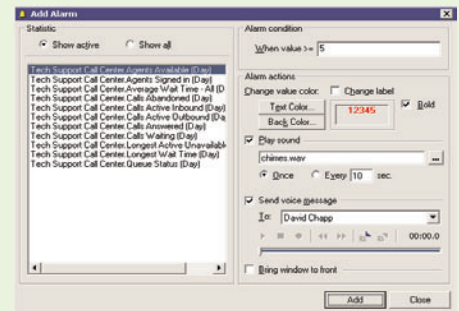
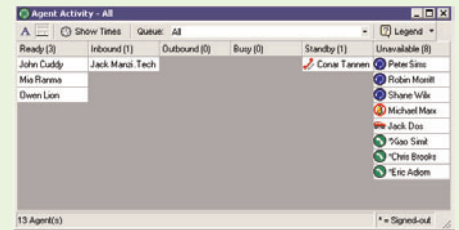
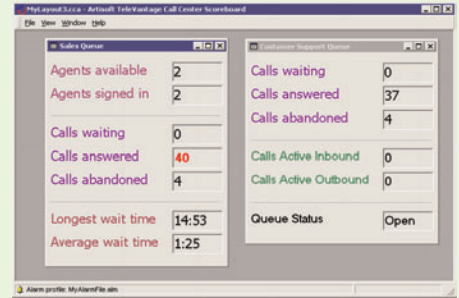
- Displays all agents by current queue activity
- Show agent activity in all queues or within one queue
- Multiple Agent Activity Windows supported
- Easily identify signed-out agents
- Personal status icons show why agents are unavailable
- See how long an agent has been ready, on an inbound call, etc.

Multiple Alarm Thresholds

- Set unlimited number of alarm thresholds per statistic
- Alert via changing color of statistic value and/or label
- Alert via playing any sound file over PC speakers (played once or continuously at a custom interval)
- Alert via screen-pop, voice mail, e-mail or pager
- Alarm for high or low thresholds
- Send sounds to overhead speakers
- Save multiple alarm profiles for different queues or times of year
- Easily change or disable alarms

Optional Physical Wallboard Support

- Send any statistic to wallboard
- Supports wallboards from Spectrum (www.specorp.com) and Adaptive Micro Systems (www.adaptivedisplays.com)
- Connect multiple wallboards as needed
- COM port or network connection supported
- Display text messages
- Change wallboard color on alarms



SPECIFY WITH CONFIDENCE

We're eager to show you how Vertical TeleVantage Scoreboard can improve your organization's call handling efficiency. For more information or to place an order, contact your authorized TeleVantage Solution Provider or call Vertical today at 800-914-9985.

ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based and

digital communications systems for business. Vertical has established a track record of providing the world's leading business organizations with powerful communications solutions that improve efficiency and provide managers with new information and metrics to increase productivity and profitability. Vertical's customers are leading companies of all sizes - from small to large and distributed - and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass.



0103-0006-0506