



Case Study – Multi Site Wallboards

Business Issue Outline: Client A has 45 contact centre queues. Each is located in a different location. Some queues are within the same building but others are in different towns. All are on the same Cisco Contact Centre Express system.

Specific Issues: It is crucial that each queue has a visible real time display such that they can manage in real time reacting to demands placed upon them.

It is also crucial that an overview of all queues is available for assessment by Department Managers (Financial/Sales/Support etc) all of whom have numerous queues reporting into them.

The solution must be flexible such that the data can be supplied through a number of platforms including LCD/Plasma screens, Laptops and PC's as well as being embedded in the Cisco Agent Desktop if needed.

Finally the solution must be flexible, easy to install and easy to manage.

Solution: The VSR2 V4 Wallboard solution has the capacity to fulfil all of the above requirements. It is browser based and offers almost infinite flexibility in this scenario.



It allows for multiple displays which can run concurrently and independently from all others. It allows for all 45 queues to be displayed on separate screens. Because it is browser based any LCD or Plasma screen attached to the network can display the data. It can also be shown on PC's and Laptops and it can be embedded into the Agent Desktop.

It allows each display to show whichever parameters are relevant and as each display is independent this allows the screens to be tailored to the demands of that queue including having colour coded thresholds set independently for each queue.

Each display can show up to 12 queues at a time meaning Managers can create multiple queue displays on their computers. This allows a broad evaluation of conditions to take place.

Deployment of the solution is carried out remotely if available or can be completed by onsite staff in about 1 hour. Creating displays takes approximately 15 seconds per display.

Conclusion: Client A decided to install the VSR2 solution for a number of reasons.

- It fulfilled all their requirements for a flexible multi site solution
- It allowed for each screen to be independent of each other
- It allowed for thresholds to be set dependent on the demands of the individual queue
- It allowed for the setting up of all the displays within a half day period
- Displays can be changed quickly and easily in less than a minute
- It was not only the best fit solution on the market it was the most competitively priced
- There are no licence limits on number of screens it can be displayed on
- A simple annual licence fee encompasses upgrades, remote support and maintenance

