

When you need to see what is going on with a Cisco CCX or CCE contact centre queue or skill group but you don't want to have the full wallboard display either on your computer or on a large screen display on the wall what do you do?

You get a tickertape! It is economical and it gives you exactly what you want.

- It can be displayed on either laptop or PC

You can display the solution on any number of these at the same time if you wished and even select different queues and parameters to show for each one dependent on your needs. Each tickertape is different from the others. You have 15 parameters which you can choose to show for any of your queues. An example of a typical tickertape could be:



The screenshot shows a web browser window titled "ActiveObjects - Our Current Promotion - Windows Internet Explorer". The address bar shows "http://www.activeobjects.com/promo/babble.aspx". The website content includes a navigation menu with "Home", "About Us", "Solutions", "Resources", and "Alliances". A main section titled "GEEK SPEAK: TECHNO-BABBLE CONTEST" features a blue button that says "Read others' BABBLES". Below this, there are two columns: "We came up with these..." and "What people have submitted...". At the bottom of the browser window, a tickertape displays real-time metrics: "Sales: Calls Waiting 7 | Calls Abandoned 12 | Average Talk Time 00:03:12 | L". The Windows taskbar at the bottom shows the Start button, system tray icons, and the time 20:33.

The benefits of this tickertape in addition to the standard tickertape are:

- The numerical colour changes to show when relevant thresholds have been breached
- You can set the thresholds independently on every screen



Hardware requirements:

The recommended hardware is a PC/Server with a Pentium 4 processor, 1GB RAM, 20GB hard disk. The OS recommended are Windows 2000 Server or Windows 2003 Server SP2, with IIS installed and running. The server must have network connectivity to the CCX/CCE servers and to any client machines that will be using the wallboard.

About VSR² Limited

We have been creating and supplying software now for a number of years.

We are specialists in the creation of software displays for management and information distribution which are relayed via web browsers presented on large plasma or LCD screens or on PC and laptops.

These displays range from contact centre management displays showing real time stats which enable the optimisation of these sensitive customer interfacing environments through to financial displays showing the progress of large sales and accounting teams as well as including information displays for schools and universities etc.



We also supply specialist software solutions to the Cisco call centre environment and bespoke solutions for clients who have been unable to source off the shelf solutions and who need the highest quality of technical expertise to ensure their needs become a reality.

Our displays are used throughout the world in commercial, Governmental and local authority locations.

Examples of what our clients say about us are:

VSR² was extremely flexible with their deployment helping us get a wallboard that met our specific needs on time and on budget. Josh Bopp, President Focus IT Incorporated, Phoenix AZ, USA

The Department chose VSR²'s Wallboard Solution for its CCX contact centre because of the affordable pricing structure, the ability to easily provide for a number of contact service queues and ease of deployment across the wide area network. Installation was carried out in a matter of minutes. Remote users needed only a web address and the easily understood interface meant performance of the contact centre could be viewed at any location on the WAN. David O'Connor, Department of Enterprise, Trade and Employment, Government of Ireland.

Whilst our head office is in London we support companies, organisations and governments from across the globe through remote access very effectively. Our solutions are flexible and tailorable.

We will listen to you, work with you and supply you what it is you actually need as opposed to what others want you to have.

For more information from VSR² Limited contact us at:

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- **Tickertape Server Requirements**

- 1.1. **Minimum Hardware requirements**

- Single or Dual 2.4 GHz Processor
 - 1 GB RAM Minimum
 - 10 GB System Storage

- 1.2. **Software Requirements**

- Windows 2003 Server (SP2 or above)
 - Application Server (Windows Components)
 - ASP
 - Internet Information Services (IIS 6.0)

- 2. **Tickertape Client Requirements**

- 2.1. **Minimum Hardware Requirements**

- PC or Laptop for display purposes
 - 512 MB RAM minimum

- 2.2. **Software Requirements**

- Windows XP SP2 or above

- 3. **Contact Center Requirements**

- 3.1. **Minimum Hardware Requirements**

- N/A

- 3.2. **Software Requirements**

- Cisco Contact Center Express or Enterprise versions 4 or above

