



TeleVantage® Call Center Scoreboard

A Vertical® TeleVantage Add-on Solution

Boost your call center's performance by staying informed - effortlessly

Are you struggling to keep abreast of your call center's performance by reviewing screens of queue statistics, call logs, or reports? Do you waste time trying to know what your agents are doing at any given moment? Now you can effortlessly stay informed and boost your call center's performance with the TeleVantage Call Center Scoreboard. Use the software to display one or more custom statistic windows with just the performance criteria you want to monitor. Define the key success or failure criteria for your call center, then have automatic alarms alert you when those thresholds are exceeded. With customizable screens you can stay on top of performance problems no matter how busy you get. Or add a physical wallboard and motivate your agents by publicly broadcasting team statistics, goals and messages. The TeleVantage Call Center Scoreboard will boost your call center by improving teamwork, enhancing productivity and freeing your supervisors from the burden of monitoring queue and agent performance.

Be alerted to call center success and failure criteria no matter where you are

Easily maintain your queue or agent performance goals by having the TeleVantage Call Center Scoreboard monitor queue and agent performance. Set alarms on any statistic that will trigger when they go above or below one or more custom thresholds you define. Each alarm threshold can alert you in different ways, including changing color, custom sounds, paging, or even sending voice mail or e-mail messages. Whether your policy is to have no more than 5 calls waiting, or no more than 90% of your agents busy on calls, 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 the full line of 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, colors and audible alarms.

37 all-new statistics

Active Queue Calls

Number of Agents
Standby or Unavailable

Call Recordings in Inbox
All or Unheard

Calls Active
Inbound or Outbound

Calls On Hold

Calls Placed

Current Queue Calls

Longest Active
Hold Time, Offering, No Answer, Ready or Standby

Longest Active Talk Time
All, Inbound or Outbound

Longest Active
Unavailable, Wait Time or Wrap up

Most Calls
All, Answered or Placed

Percent Active Calls
Inbound or Outbound

Percent of Agents
on Inbound Calls, Outbound Calls or Signed in

Percent of Calls
Abandoned or Answered

Ring No Answers

Total Talk Time

Total Wait Time
Abandoned or Answered

Voice Messages in Inbox
All or Unheard

Supports Standard Call Center statistics

By day, shift or period:

Agents Available
Signed In or Wrap-up

Average Wait Time
Abandoned, All or Answered

Calls
Abandoned, Answered, Completed, Received or Waiting

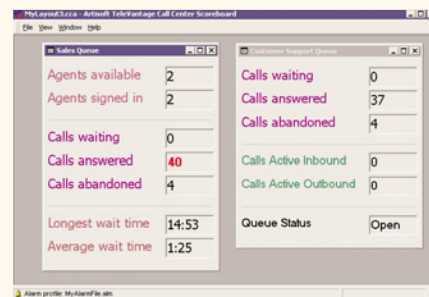
Longest
Call, Talk Time or Wait Time

Percent of Agents Available

Queue Status

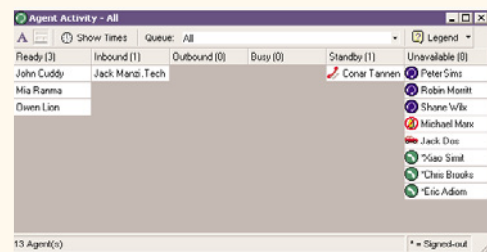
Customizable Statistic Windows

- 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 display agent name
- Customize window layout with text messages and lines
- Save multiple window layouts



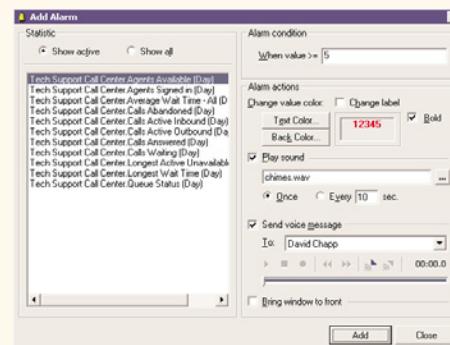
Comprehensive Agent Activity Window

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



Multiple Alarm Thresholds

- Set an 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
- Alarms 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 call center or scoreboard statistic to wallboard
- All wallboards from Spectrum (www.specorp.com) and Adaptive Micro Systems (www.adaptivedisplays.com) supported
- Connect multiple wallboards as needed
- COM port or network connection supported
- Display text messages
- Change wallboard color on alarms



	Spectrum Corporation		Adaptive Micro Systems
	Ultra Link Lite*	Ultra Link II*	Alpha Messaging*
Text	x	x	x
Color Alarms		x	x
Scroll		x	
Blink		x	
Sound		x	
Multiple Lines and Columns		x	

*One of these software packages is required to send scoreboard statistics to a wallboard.

TeleVantage Call Center Scoreboard Requirements

- TeleVantage 4.x or higher
- TeleVantage Call Center (requires TeleVantage Call Center Agent licenses)
- TeleVantage Client license
- PC capable of running TeleVantage Client
- A supported wallboard and its software (optional)

About Vertical

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. 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, Massachusetts and delivers its solutions through a worldwide network of systems integrators, resellers and distributors. Visit <http://www.vertical.com> for more information.

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About TeleVantage

Vertical's TeleVantage is feature-rich, software-based phone system that combines the power of desktop computing with the most advanced communications technology available. TeleVantage delivers greater functionality, flexibility, and value than proprietary PBXs to a variety of customers, from small offices to large enterprise organizations with sophisticated call centers. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



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