

# Sales Sheet

## UCB for Business:

### Snapshot



## A real-time view of your organisation

The **UCB Snapshot** simplifies the management of your contact centre and helps you to monitor issues which may impact on customer service. Agents, supervisors and managers can view up-to-date information on queue and agent status.

UCB Snapshot acts as a wallboard that displays data from UCB Contact Centre in a user-friendly way. It is fully customisable and easy to set up, allowing organisations to:

- **Communicate key targets to all contact centre staff** – Flexible interface makes a wide range of statistics available in real-time
- **Agents to pro actively manage service levels** – Agents can view each other's performance, encouraging them to become more goal-orientated and require less supervision

- **Optimise contact centre performance** – Up to date information helps you to monitor whether targets are being met, showing where improvements are needed
- **Modify the design and display to suit business needs** – Snapshot can be customised to display the tiles which provide information most relevant to KPI's, so that performance markers can be viewed in a single glance
- **Customisable Alerts** – Both Agents and Queues can have pre-defined parameters set; when a particular rule is broken the alert is activated

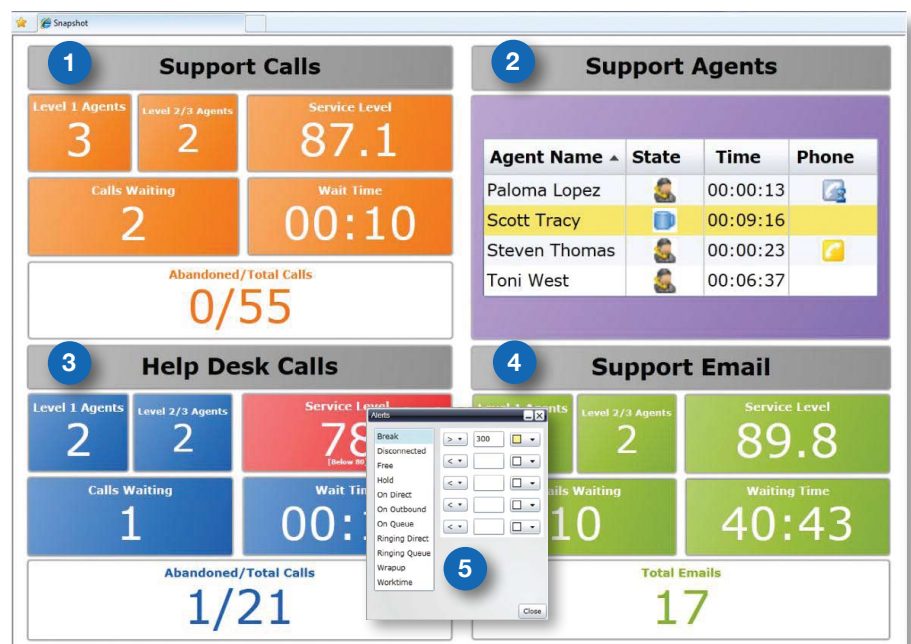
## At a glance

- Add-on advanced wallboard application for UCB Contact Centre
- Live queuing information
- Customisable display
- Presents data on a variety of media such as a TV screen, desktop or website
- Tiles customisable to company colours
- Call stats refreshed every 0.5 seconds provide a real-time overview of business
- An easy way to monitor agent activity
- An excellent motivational tool

## Versatile display

UCB Snapshot is easy to set up and customise. Live call info, queue info, agent and email stats can be displayed simultaneously for optimum call centre performance.

- 1 Business-critical call stats displayed including service levels, calls waiting & abandoned calls
- 2 Individual agent status and live call stats
- 3 More than one department can be displayed at once
- 4 Emails can be displayed like call stats including 'emails waiting'
- 5 Agent alerts based on call / activity type and time in status



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## Features

<b>Agent Information</b>	<ul style="list-style-type: none"> <li>• Prime agents and backup agents viewed separately</li> <li>• Available agents (not on break)</li> <li>• Agents on a break</li> <li>• Idle agents not on a call and available</li> <li>• All agents who are logged in</li> <li>• All agents on After-Call Worktime and Requested Worktime</li> </ul>
<b>Call Information</b>	<ul style="list-style-type: none"> <li>• All abandoned calls after queue minimum abandon time</li> <li>• Number of abandoned calls compared to total calls</li> <li>• Number of calls in queue</li> <li>• Number of callbacks in queue</li> <li>• Pending callbacks in queue</li> <li>• Current longest call wait time</li> <li>• Current longest callback wait time</li> <li>• All Callbacks, running total reset at midnight each day</li> <li>• Total number of queue calls</li> </ul>
<b>Customisable Colours</b>	<ul style="list-style-type: none"> <li>• Font colours and background colours can be selected</li> </ul>

<b>Support</b>			<b>0800</b>		
Level 1 Agents 1	Level 2/3 Agents 1	Service Level 95.6	Level 1 Agents 1	Level 2/3 Agents 2	Service Level 79.4
Calls Waiting 0		Wait Time 00:00	Calls Waiting 0		Wait Time 00:00
Abandoned/Total Calls 0/29			Abandoned/Total Calls 2/17		
<b>Technical Support</b>			<b>Support Email</b>		
Level 1 Agents 1	Level 2/3 Agents 2	Service Level 75	Level 1 Agents 1	Level 2/3 Agents 1	Service Level 73.3
Calls Waiting 0		Wait Time 00:00	Emails Waiting 0		Waiting Time 00:00
Abandoned/Total Calls 1/5			Total Emails 25		

## Agent States

These icons are used to indicate Agent activity and states within the Agent tile:

-  Agent is logged off, Time column will not be active for Agent states
-  Agent is logged on, Time column will show time Agent has been free if they are not on a call
-  Agent is on a break
-  Agent is on Work time
-  Agent is on Wrapup time
-  Phone is offering from a direct call
-  Phone is off hook from Direct call
-  Phone is off hook from Outbound call
-  Phone is offering from Queue call
-  Phone is off hook from Queue call
-  Phone call is on Hold
-  Phone is in disconnected state after Agent has hung up

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