## **ONELAN**

## **Call Centre KPI Solution**

ONELAN's Call Centre Key Performance Indicators (KPI) solution provides fresh and engaging information to agents, managers, executives and visitors alike. This data is a powerful tool which will allow you to:

- Receive alerts when performance goes outside target ranges
- Drive improved agent performance and incentivise agents toward meeting company objectives
- Show data specific to an agent, group of agents or a skill group
- ♦ Attract attention with less formal media such as streamed TV or RSS news feeds alongside your KPIs

### **ONELAN** combines call centre KPIs with enterprise digital signage

ONELAN's Enterprise Content Management System (CMS) and range of Net-Top-Boxes (NTB's) allow you to add a whole host of multimedia content alongside your call centre KPIs\*



Live TV









Flash SWF











\*Not all content types are supported on all players. Please check player datasheets for more details

# eclipse digital

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Display the following statistics from your Avaya or Cisco Automatic Call **Distribution system (ACD):** 

- Calls in queue
- Longest call waiting
- Service level
- Agents available
- Agents in aux
- Agents in wrap
- Total calls answered
- Calls offered

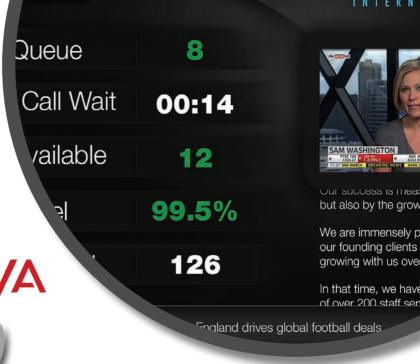
To find out more about Call Centre KPI solution please contact us on:

+44 (0) 1491 411 400 or sales@onelan.com

#### **Architecture**

ONELAN's Call Centre KPI solution is powered by its tried and tested digital signage network technology. The three main elements of this are the:

- → Data Collection Engine (DCE)
- Content Management System (CMS)
- ♦ Net-Top-Box (NTB)



AVAYA





**Integrated Player Display** 

AND/OR



**Sales** 

**Net-Top-Box (NTB)** 



**ONELAN Content Management** 



## **Options:**

Avaya Connector - collects data from Avaya IQ and Avaya Call Management System

Cisco Connector - collects data from Cisco Unified Contact Centre Express (UCCX) and Cisco Unified Contact Centre Enterprise (UCCE)

Other integrations - We have experience with numerous call centre systems, please contact us to discuss integration with other systems



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