

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



HD Video



4K Video



Photo



Flash SWF



Web - HTML5



Text



RSS Feeds



Audio



PDF

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



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AA SL% ANS

2 99.7% 122

1 99.1% 12

99.5% 84



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)



OR



ONELAN Data Collection Engine (DCE) and Web Server



Integrated Player Display

AND/OR



Net-Top-Box (NTB)

ONELAN Content Management System (CMS)



LCD screen

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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Our success is measured not only by the growth of our business but also by the growth of our founding clients. We are immensely proud to be growing with us over the past 10 years. In that time, we have employed over 200 staff across the UK and Europe.

England drives global football deals