

Uniquely Insightful Real-Time Wallboards

Fully customizable displays for all types of businesses



A Powerful Solution for a Wide Range of Business Applications



Dimensions Real-Time Wallboards have become very popular with a variety of businesses. Customers appreciate its flexibility for basic ring groups and formal contact centers alike.

Complement that with its easy to deploy Amazon FireTV stick option and you get a recipe for success.



	INCOMING CALLS	ANSWERED CALLS	LONGEST WAITING	AVERAGE WAITING	LONGEST DURATION	AVERAGE DURATION
SUPPORT	7	7	00:00:23	00:00:16	00:04:40	00:02:40
SALES	6	5	00:00:12	00:00:08	00:05:25	00:04:30
INQUIRY	28	19	00:00:48	00:00:12	00:04:45	00:01:12
SPANISH	1	1	00:00:18	00:00:18	00:01:25	00:01:25

Incoming Ringing Calls 0 | Longest Ringing 00:00:05 | Longest Talk Time 00:04:23 | Avg T

Ring Groups

Customers are deploying Real-Time Wallboards for their ring groups.

They don't have queues or agents, but still require monitoring of their team's performance.

	INBOUND ANSWERED	OUTBOUND ANSWERED	TOTAL TALK TIME	CURRENT TALK TIME	AVERAGE TALK TIME
	33	6	00:34:17	00:00:52	00:00:52
	34	15	00:46:27	00:00:09	00:00:56
	43	8	00:43:36	00:00:51	00:00:51
	27	5	00:27:48	00:00:52	00:00:52
	28	9	00:34:45	00:00:56	00:00:56

Ringing Calls 0 | Longest Ringing 00:00:05 | Incoming Calls 501 | Incoming Answered

User Statistics

User statistics are displayed in Real-Time.

Not only a great way to monitor individual performance but creates a friendly rivalry among team members when their statistics are available for all to see.

	ANSWERED CALLS	CURRENT TALK TIME	TOTAL TALK TIME	READY	AWAY	QUEUE CALL	OTHER	RECOVERY
CAROLINE	25	00:45:15						
MATT	18	00:00:20	00:30:52					
SANTOS	22		00:30:28					
ANNA	12		00:22:35					

	QUEUE	WAITING CALLS	LONGEST WAITING	TOTAL CALLS	ANSWERED CALLS	LONGEST RINGING	AVERAGE RINGING
SUPPORT	1	00:00:03	82	77	00:01:20	00:00:45	

Queues & Agents

In contact center environments, Real-Time Wallboards provide critical insights on agent staffing levels; along with number of calls currently waiting and the longest one waiting in queue.

Audio and visual alarms automatically help to ensure SLA commitments are being met.



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Best Wishes,

Xarios Team