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

AA	SL%	ANS
2	99.7%	122
1	99.1%	12
	99.5%	84

99.5
Overall Service Level %

...global football deals   Football...

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**

ONELAN

Andersen House, Newtown Road, Henley-on-Thames, RG9 1HG, UK
T: +44 (0)1491 411 400   **F:** +44 (0)1491 579 254   **E:** sales@onelan.com

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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)

CISCO OR **AVAYA**

ONELAN Data Collection Engine (DCE) and Web Server

AND/OR

Integrated Player Display

Net-Top-Box (NTB)

LCD screen

ONELAN Content Management System (CMS)

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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