scantalk.

TeamView®
Wallboard Server

## Information improves customer service

TeamView® Wallboard

Wallboards for whole organization and much more

Having right and consistent information about the customer facing part of the organization is critical to improve and maintain good customer service.

Information can be displayed on Smart TV's, Large Screens, PC's, Tablets, and mobile devices in your favorite browser. The build in designer makes it possible to create views that supports and communicates the information that are important for you to meet your goals in your organization.

TeamView® Wallboard Server collects information through Real-time interfaces across several platforms and process this information to an easily accessible WEB-based Reporting Solution.

The wallboards can be for large screens or for each Agent or be integrated into your Contact Center solution, CRM or presented on your company's web page through our rich RESTful interface.
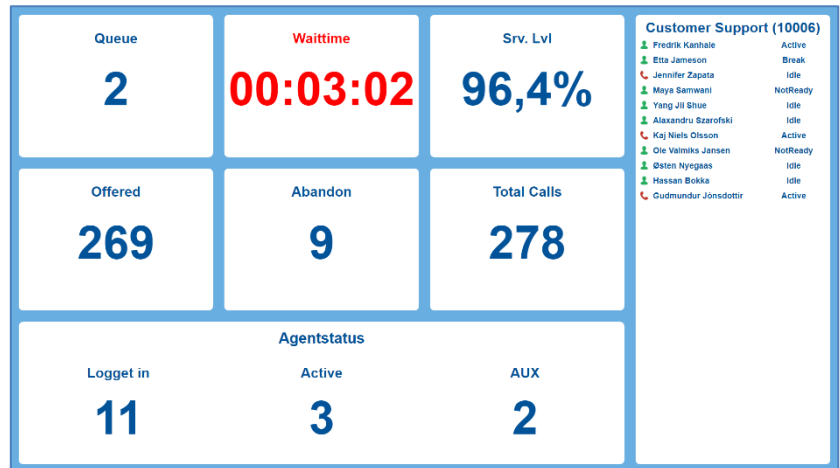
Main Features

Data from any source
The solution can collect data from any resource by creating resources in the designer, this can be RESTfull interfaces, Databases, RSS feeds, URL. If a source is not supported you can make your own resource by using an IFrame.

Flexible layouts and designer
With the build-in designer you can design your own wallboards composed with data in any color and size at any location on the screen.

This makes it possible to present information in the order, size and priority that suits your need does not tie you to a few predefined layouts.

Warnings, Timers, and Aggregation
On all fields you can apply warning and alerts that changes colors and data can be formatted and combined across queues.

Central management and Active Directory
The solution has a central management interface that enables you to get an overview of active screens. Users can be managed locally or by using Active Directory to Authenticate.

Runs directly on Smart TV,
The solution is designed to run in almost any browser and can run on most Smart TV directly. This removes the need

for a PC, closes a security hole, saves electricity and saves money on PC and Software.
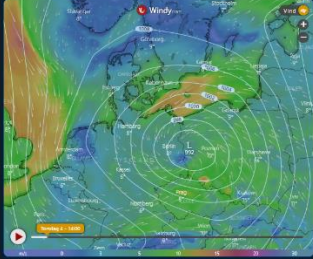
Company branding
The solution is easy to brand to your own branding, color, font and logo can be changed and places as desired.

Cross-platform and Cross-Technology
The solution is designed to be able to connect to many resources. This is not limited to Telephony, but can also be RSS, Data Queries and External WEB pages. This basically makes it possible to combine data from Telephony, CRM, ERP, Helpdesk, video and webpages in one solution.

Multi Tennant
The solution support multiple organizations in same solution. This makes it possible to maintain and handle different Business Units and to delegate administration and design to local administrators.

TeamView® Wallboard

Calls Count Total
1498

Wait Time Longest
03:54

Support

Calls Count	Agents Free	Wait Time	% Answered	% Loss	Calls In Queue
542	6	00:47	86	14	6

Reception W

Calls Count	Agents Free	Wait Time	% Answered	% Loss	Calls In Queue
278	8	03:01	96,8	3,2	10

Reception E

Calls Count	Agents Free	Wait Time	% Answered	% Loss	Calls In Queue
678	6	03:54	96,6	3,4	1

Sales (10004)

Agent	Status
Warwick Evangeline Wil…	Active
Ron Lexus Lamb	Active
Dominica Stephania Way	Idle
Lawrence Talia Parent	Idle
Jeanine Nydia Steed	NotReady
Jerry Ciara York	Active
Clemence Arnold Herbe…	Active
Dell Shayne Blanchard	Idle
Janey Berry Miles	Active
Stacy Edytha Willis	Active
Sloan Elly Cantrell	NotReady

Queue Wait Time
00:35

Support (10005)

Agent	Status
Dolly Astor Whitehead	Active
Doria Stirling Myles	Active
Jodi Etta Trent	Idle
Drake Kemp Terrell	Idle
Edytha Ireland Virgo	NotReady
Garry Jenessa Tanner	Active
Esmée Edward Danell	Active
Halle Nichola Shepherd	Idle
Angelle Sophia Cornett	Active

Queue Wait Time
00:47

Reception W (10006)

Agent	Status
Racquel Emmet Sadler	Active
Stella Ellis Readdie	Break
Raelene Cletis Radclyffe	Idle
Terrell Kizzy Farnham	NotReady
Wally Huey Spooner	Idle
Ashlea Dotty Randal	Idle
Jerred Sylvia Hadaway	Active
McKenna Roslyn Gage	NotReady
Huxley Unity Lyon	Idle
Laura Dashiell Rakes	Idle
Anson Jaslyn May	Active
Midge Esmaralda Salvage	Active
Wally Cydney Jackman	Active
Isiah Deitra Robbins	Active

Queue Wait Time
03:01

Reception E (10007)

Agent	Status
Jaye Mervyn Frank	Active
Zoey Maud Kersey	Active
Jeanie Maximilian Triggs	Idle
Yorick Yasmine George…	Idle
Natalee Bethney Frank	NotReady
Maybelle Christabella Fl…	Active
Kev Laurel May	Active
Korey Jaymes Bailey	Idle
Alec Donnie Petit	Active

Queue Wait Time
03:54

Sales (10004)

Calls Count	Agents Free	Wait Time
427	7	00:35

Answered %	Loss %	Calls In Queue
87,1	12,9	3

Support (10005)

Calls Count	Agents Free	Wait Time
542	6	00:47

Answered %	Loss %	Calls In Queue
86	14	6

Reception W (10006)

Calls Count	Agents Free	Wait Time
278	8	03:01

Answered %	Loss %	Calls In Queue
96,8	3,2	10

Reception E (10007)

Calls Count	Agents Free	Wait Time
678	6	03:54

Answered %	Loss %	Calls In Queue
96,6	3,4	0

TeamView® Wallboard

Benefits

- **Improves Customer Satisfaction**

- **Better Agent Utilization**

- **Highly user friendly and easy to work with**

- **Simultaneously multi-platforms support.**

- **Unlimited designs and wallboards**

- **Increases company branding**

- **Effective solution for modern companies with very low Total Cost of Ownership (TCO).**
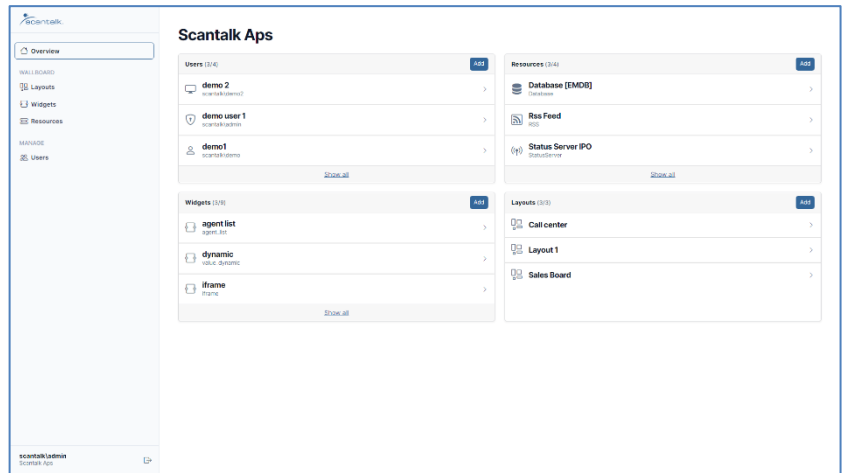
Technical Requirements

Supported Phone Systems	
AVAYA	IP Office 9.X+, AURA 7.0+, AACC/ACCS 7.0+

General Requirements	
MS SQL Server	Microsoft SQL Server 20xx, Microsoft SQL Server 20xx Express and PostgreSQL 9.6+
Windows Operation System	Windows Server 2016, 2019, and 2022. Server must have at least 500 MB free space for database and log files.
Server Requirements	4 Core 2 GHz, 4 GB memory, 100 Gb HDD. .NET Framework 4.8
Supported Browsers	Edge, Chrome, Firefox, Safari and Android Internet

Technology	
HTTP/HTTPS, RSS, JSON, SQL, IFrame amo.	

Contact Scantalk

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