



Centium Call Center Wallboard
Delivers timely **information** to provide
excellent **Customer Service**.

<http://wall.centiumsuite.com>

Centium CCW Overview

Centium Call Center Wallboard (CCW) adds value to the software solutions with Asterisk that will increase revenue and customer satisfaction. Our real-time Centium CCW system provides employees with the information they need to make accurate business decisions.

Centium Call Center Wallboard innovative software solutions collect relevant data and deliver real-time and historical data through Centium CCW.

Call information will then be displayed on LCD screens and in supervisor personal computer. All number of calls appearing on the Centium CCW are real-time and are updated every second.

The Centium Call Center Wallboard is a client/server software application that adds Calls functionality to supervisor personal computer and displayed on LCD screen. Agents can have access to critical calls statistics shown in a window right on their personal computer and displayed on their LCD screen. It is vital that agents and managers are always aware of current calls statistics.



Overview

Centium CCW Features

Features

CENTIUM CCW provides powerful call center features & also benefits:

- Empower Agents to manage customer care standards.
- Continuous Contact Centre Optimization.
- Free up Manager time.
- The display is easily readable and has a wide viewing angle.
- Centium Call Center Wallboard receives the various customer calls real-time queue statistics and then displays this information on LCD Screen such as:-
 - Name of ACD Group for the group of agents.
 - Number of Outgoing calls made by the agents.
 - Number of Abandon calls on the agents phone.
 - Number of Incoming calls received by the agents.
 - Number of calls that currently Queue on the ACD Group.
 - List of waiting in Queue, which will display Queue No, Name, Phone Number, Duration of the calls (Optional features).



CENTIUM CUSTOMER SERVICE PJW					
ACD Group	Queue	Abandon	Incoming	Outgoing	
Telco calls center	0	3	315	103	
Banking Backup	0	0	22	84	
Agent Name	Agent Status	Abandon	Incoming	Outgoing	
Haslila	REST	0	106	7	
Siti	OFFLINE	0	0	0	
Jennifer	AVAILABLE	2	76	29	
Koh SK	BUSY	0	73	20	
Nilla	BUSY	1	60	47	
Norliza *	BUSY	0	9	29	
Zaleha *	AVAILABLE	0	13	55	



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