

# Manage Your Call Center More Effectively Empower Your Agents To Be More Productive

CTFUSION

Readerboard

# Readerboard

View your call center statistics in real time and monitor the productivity of your agents more effectively - *whether you are at your desk or roaming the floor.*

### How Your Call Statistics Can Be Displayed

1. The **CTFusion Virtual ReaderBoard** docks on the top or bottom of the desktop to provide economical use of desktop real estate.
2. By connecting to an **LED display wallboard**



### Who can view the Call Statistics

-Call center statistics can be viewed simultaneously on the managers' and agents' desktops and on the LED display wallboard.

### You Decide What Info is Displayed

Select from over 30 different call statistics to be displayed. Set the call statistic thresholds for each workgroup. All custom display configurations are easily done through the CTFusion ReaderBoardWeb Front End. Statistics for each workgroup scroll through the display.

**Note: LED Display Wallboards sold separately.**

Real Time Call Statistics

Effective Call Center Monitoring

Increased Productivity

### Know When Thresholds Have Been Exceeded

The color-coded display of call statistics provides notification of when call statistics are nearing or exceeding threshold values.

### Messaging

Using the CTFusion ReaderBoardWeb Front End, the call center manager can send a private message to a specific agent's desktop or broadcast message to a workgroup's desktop or LED Wallboard. Also, an **agent can notify the manager when he/she needs assistance using their CTFusion Virtual ReaderBoard help button.**

**Empower your Contact Center Today  
with a Readerboard!**

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