

Call Center Wall Monitor Options

For call centers that would like to have a wall mounted monitor to show real time statistics for the call center, we have four options of how this data can be presented to the wall monitor.

1. Split the monitor feed from a supervisor workstation running CSD (Cisco Supervisor Desktop) to a secondary wall monitor. This can be done with customer provided cable splitter or black box device. Cable splitters run \$20 or less.
2. Split the monitor feed from a separate workstation running CSD to a secondary wall monitor. This can be done with customer provided cable splitter or black box device. Cable splitters run \$20 or less. This would also require a login for the separate workstation which would result in the ACD charge of \$31 MRC (Monthly Recurring Cost). A phone profile would not be necessary.
3. We can setup a custom wall board web page that would be in a browser window from a PC that would feed the wall monitor. Columns can be customized as desired and configure colors to change based on threshold settings. This could then be run from as many monitors as the call center would want to have. There is a onetime cost of approximately \$1200 to implement this solution. Below is an example of the template.

%DateTime%					
%QueueName%					
Calls Waiting	Longest Waiting Call	Calls Offered	Calls Answered	Expected Wait Time	Calls Abandoned
%CallsWaiting%	%LongestWaitingCall%	%CallsOffered%	%CallsAnswered%	%ExpectedWaitTime%	%CallsAbandoned%

4. Customer can obtain a commercial wall board application (such as Spectrum or Inova). This application would run on a PC that would be connected to the wall monitor. Price would vary by application but typically more expensive than option 3.