



Peak Wallboard for Webex Calling

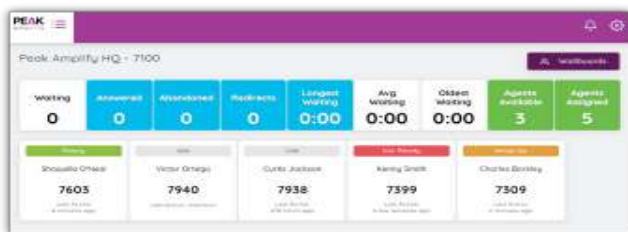
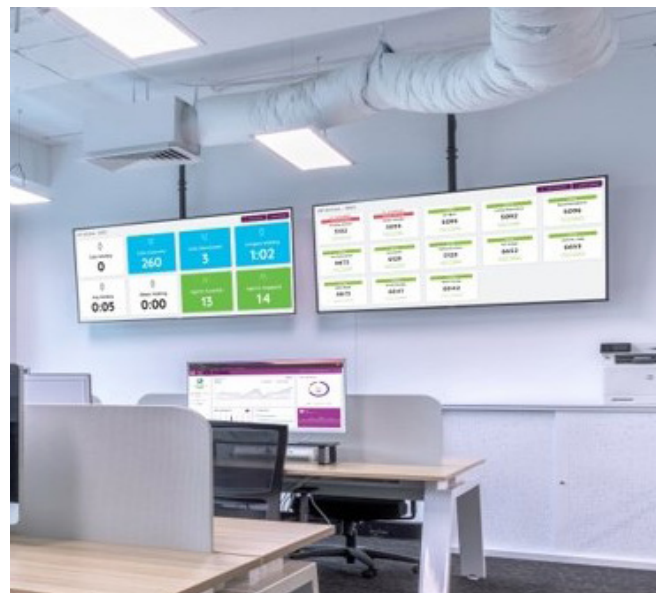
Improve customer experience and drive business performance

Competitive Edge

Every business seeks a competitive edge. Whether to drive growth, or for survival and to stay agile as market conditions change.

To move the needle, customer experience and productivity are key areas where a competitive advantage can be achieved. Peak Wallboard for Webex Calling is a cloud-based add-on for Cisco Webex Calling that enables real-time and historical visibility for your contact centre.

Enable your organisation to measure and then manage customer experience and productivity - whether your team is working from home, mobile or in the office.



Simplified real-time visibility of key Combined metrics

Adding Peak Wallboard to Cisco Webex Calling has a direct, positive impact on customer experience and productivity:

- Be proactive. Respond to changing call volumes
- Manage individual and team performance
- Improve visibility and communication
- Make smarter business decisions
- Manage grade of service KPIs.

Data Sheet

Peak Wallboard for Webex Calling is a cloud-based add-on for Cisco Webex Calling that enables real-time and historical visibility for your contact centre.

Call Queue Statistics

- Calls waiting - the number of calls waiting in a call queue
- Calls answered - the number of calls answered today
- Calls abandoned - the number of calls abandoned today
- Longest call waiting - the longest call wait time today
- Average call wait time - the average wait time of calls currently in a call queue
- Oldest call wait time - the wait time of the oldest call currently in a call queue
- Agents available - the number of agents ready to receive calls from a call queue
- Agents assigned - the number of agents assigned to a call queue

Agent Statistics

- Name
- Extension
- Call status
 - Talking
 - Inbound/outbound
 - Caller ID



Be proactive. Respond to changing call volumes. View real-time statistics for call queues and agents. Set thresholds to alert your team when service levels are not being met.



Improve visibility and communication.

Enable your team to work together, even when they are apart. View the current status of your Agents, their extensions and availability to take the next customer call.

Seven (7) Day Historical Reporting

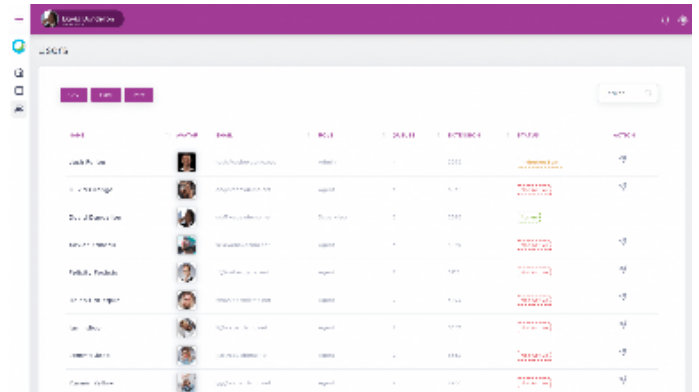
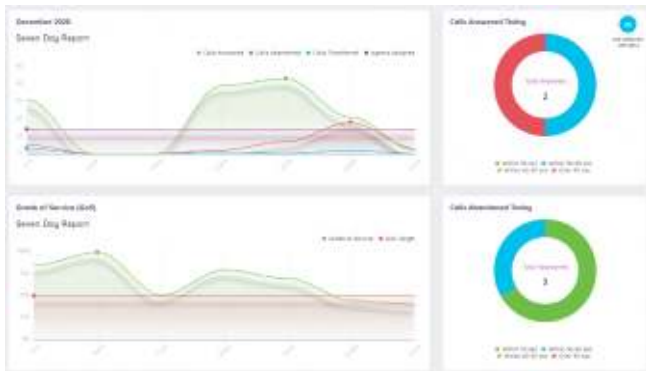
- Calls answered
- Calls abandoned
- Calls transferred
- Agents assigned

Security, Privacy and Protection

Peak Wallboard for Webex Calling has security and privacy built-in. Peak Amplify offerings, including Peak Wallboard for Webex Calling, have secure default settings, enabling users to securely start work without further configuration.

We respect the privacy of your data, and provide security within Peak Wallboard by default:

- Peak Amplify does not rent or sell user data to third parties.
- Peak Amplify implements all features with security and privacy in mind
- Peak Amplify is transparent about our privacy practices
- It's never your responsibility to opt-out of sharing your data, or change settings in order to be protected
- Peak Amplify enables strong passwords by default for all offerings
- Peak Amplify data is protected with encryption in motion, and at rest.



Smarter business decisions.

Provide your business stakeholders with the data to make informed business decisions.

Fully Self Service.

Be up and running in five minutes. Simply register, connect to Webex Calling and invite your teams.

Feature	Benefit
Real-time and historical call queue statistics	Improve customer experience manage KPIs Smarter business decisions
Real-time and historical agent statistics	Improve productivity manage agent performance
Real-time call statistics	View who your team members are talking to
Accessible from any device	View wallboard statistics on large TV displays in the office, smart phone and tablet devices when mobile or on user PCs when working from home.
Cloud-based	Always up to date No client or server software to install Scale up as required manage from anywhere.
Self-service provisioning, management and billing	Be up and running in five minutes, and then self-manage your teams, agents, subscription and billing.
Simple pricing that matches Cisco Webex Calling	Subscription terms and billing schedules match Webex Calling to simplify your renewals. You can also co-term your end date to match Webex Calling.
Privacy for your data	Choose your local region from our global cloud platform, and keep your data on-shore.
Role-based access control	Control which users have access assign administrator, supervisor or agent roles perform a per-site rollout
Support	Phone and email support

Voitec

Voitec is the distributor for Peak Amplify in the ANZ region, providing full in region pre-sales and ongoing support to our customers and partners.

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