## WIDGET WALLBOARDS & E50

NTA is proud to announce our latest enhanced feature – the Widget Wallboards. Using our award-winning hosted platform, the new flexible widget feature allows the customer to view real-time call traffic and statistics. A wide range of configurable widgets can be added together to create a customized wallboard suited to that customer and their unique requirements.

We are continuingly adding features to our already feature rich hosted portal as we want resellers to have as many tools available to provide the best solution to their customers. Moving away from fixed and static wallboards, we believe our new and improved widget wallboards will cater to a wider array of business. From a busy sales office monitoring agents to business owners/ managers viewing the activity and statistics of the entire team. Ranging from all call data/ call volumes, queues, real time RSS feed for live information, plus much more.

From today there is a new option on our platform portal under 'Reports' called 'Widget Wallboards' where new wallboards can be configured and adjusted.

Please note: The Widget Wallboard is a chargeable feature. For further information <u>click here.</u>

20	Outbound	6	Internal	4
Extensions	Active Calls			
	Direction	Calling Number	Called Number	Duration
814	<ul> <li>Outbound</li> </ul>	12******	07*******	00:17:22
	Inbound	01*******	08*******	00:17:08
	<ul> <li>Outbound</li> </ul>	14******	08*******	00:12:23
	O Inbound	01*******	08*******	00:09:14
Contra.co.un	Outbound	17******	03*******	00:08:18
	Outbound	13******	01********	00:07:56
	Outbound	17******	08*******	00:07:18

Agents						ы. ы					
Number	Descr.		Out.		Call time	Inb. time	Out. time	Avg. call	Idle time	Status	Since
778810002	Greta				00:01:58	00:01:38					
778810032	Regan				00:00:37	00:00:25					
778810098	Natasha									Not here	
778810029											
778810064	Alena				00:12:08						
778810047	Nicolas										
778810040	Sonia				00:00:26		00:00:07	00:00:03		DND	00.04:29
778810070	Noel	0	0	0	00.00:04				N/A	Call-OUT	
778810027	Neoma				00:00:07					Lunch	00.03:39

YOUR LOGO HERE	Company Wallboard	Handsets Registere	79	30/07/2020 15:05		
Active calls	Blood @ Officed	All calls Gutbound		Inbound 5		
	157			Internal		
		Longest calls				
		Direction	Calling Number	Called Number	Duration	
		<ul> <li>Outbound</li> </ul>	01353708961	01937008928	00:11:26	
		Inbound	01702613637	01958594628	00:11:24	
		Inbound	01695489414	01889731461	00:05:53	
		Inbound	01273987245	01380010399	00:05:16	
	8335	Inbound	01935868154	01273416299	00:03:16	
		Inbound	01353597867	01760164337	00:02:34	

	YOUR LOGO HERE	Sales queue wallboard							30/07/2020 15:04			
Number of agents A			pents available 4			Waiting now O			Longest waiting call			
Today received calls		Tod	Today answered calls			Today missed calls			Total calls made			
	32		2	28			4			0		
Agents												
Number	Descr.	Inb.	Out.	Int.	Call time	Inb. time	Out. time	Avg. call	Idle time	Status	Since	
778810055	Simone	0	0	0					N/A	Not here		
778810058	Elseo	11	4	10	01:23:57	00:08:13	00:16:04	00:04:01	N/A	Call-INB		
778810053	Geo	6	2	6	01:39:19	00:33:38	00:20:54	00:10:44	N/A	Lunch	00:49:20	
778810099	Hilario	13	1	4	00:43:31	00:30:32	00:01:05	00.01.05	N/A			
778810068	Roy	7	3	1	00:51:15	00:44:07	00.05:36	00:01:52	N/A	Call-INB		



## WIDGET WALLBAORDS & E50

We have also added an E50 model handsets to our brandable handset range which includes the Widget Wallboard feature. The E50 is a high-end, enterprise colour screen handset and includes a large BLF/DSS display with up to 106 keys available. This device can be used as a reception, operator, management or supervisor console.

The most prominent feature is the ability to showcase the widget wallboard functionality within the BLF/DSS area of the handset itself – an ability that can enable supervisors to easily view colleague activity.

Aeon Converged Voice and Data Limited, one of our resellers, has beta tested the E50 handset with the Widget Wallboard functionality. After a successful trial, we have now ordered additional handsets. Tommy Downes, director at Aeon Converged Voice and Data, explained "We had an opportunity where the customer was looking to move to a hosted solution from an ageing on premise installation. This was driven partly by an office move along with looking more flexible working options from their telephony setup, such as home or remote working and mobile applications.

"One of the main aspects identified was that the new office premises were open plan. The management team no longer wanted displays showing call centre statistics as these would be visible to the rest of the office along with any visitors.

"We demonstrated an E50 handset running the Widget Wallboard which was exactly what was required. Now, all call centre staff can easily see on their handset how many calls are in the queue, available agents and overall answer and missed queue stats without large wall mounted displays. This development was key to us securing an order."

To order the new E50 handset and Widget Wallboard, or any other offerings, please contact us via details below.



Contact NTA Sales on: 01708 320000 or Email: sales@nta.co.uk

