

WIDGET WALLBOARDS & E50



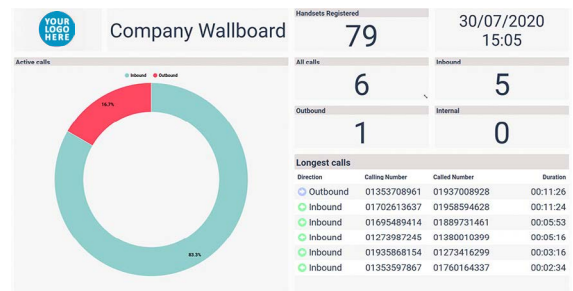
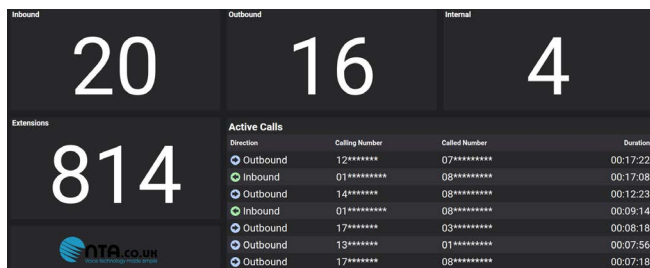
NTA is proud to announce our latest enhanced feature – the Widget Wallboards. Using our award-winning hosted platform, the new flexible widget feature allows the customer to view real-time call traffic and statistics. A wide range of configurable widgets can be added together to create a customized wallboard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

We are continually 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

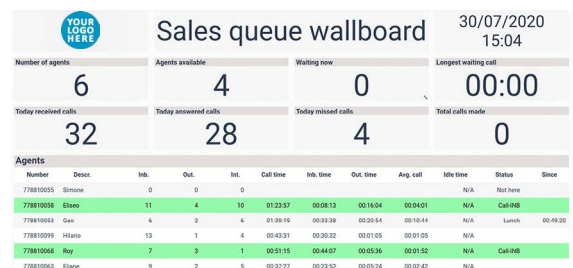
improved widget wallboards will cater to a wider array of business. From a busy sales office monitoring agents to business owners/managers viewing the activity and statistics of the entire team. Ranging from all call data/call volumes, queues, real time RSS feed for live information, plus much more.

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 [click here](#).



Number	Descr.	Inb.	Out.	Int.	Call time	Inb. time	Out. time	Avg. call	Idle time	Status	Since
778810002	Greta	1	0	0	00:01:58	00:01:38				N/A	
778810002	Regan	1	0	0	00:00:37	00:00:25				N/A	
778810098	Natasha	0	0	0						Not here	
778810029	Joyce	2	1	0	00:03:52	00:03:29				N/A	
778810054	Alema	2	0	0	00:12:08	00:11:48				N/A	
778810047	Nicolas	0	0	4	00:01:56					N/A	
778810040	Sonia	0	2	0	00:00:26	00:00:07	00:00:03			N/A	DND 00:04:29
778810070	Noel	0	0	0	00:00:04					N/A	Call-OUT
778810027	Neoma	0	0	0	00:00:07					N/A	Lunch 00:03:39



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



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.



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