Are you sure your Contact Center is efficient?

Do you want to improve customer satisfaction and monitor the productivity of your Customer Care operators?

Take full control of your Contact Center and optimize its performance

Wall Monitor is the module that provides a **global** and **real-time** perspective on call management and operators within a Contact Center.
The module's main features include:

- Real-time overview of ongoing calls, customer callbacks, and the status of active accounts for each queue
- Graphical representation of call wait times in the queue
- Performance monitoring: detailed reporting on operator activities, including active times, handled and unhandled calls

For the **supervisor role**, it is possible to:

- Monitor operator activities through the Supervisor Panel
- Add, remove, or pause operators directly from the panel
- Permanently add, remove, or pause operators via the Supervisor Panel Admin

An overview

Kalliope Wall Monitor is the ideal solution to optimize Call Center operations and enhance business efficiency.

Module benefits:

- **Improved operational efficiency:** with Wall Monitor, you can optimize workflow, increase operator productivity, and reduce wait times.
- **Data-driven decisions:** you can analyze performance and make informed decisions thanks to detailed reports.
- **Greater control:** Wall Monitor's comprehensive overview allows you to manage Call Center operations better.

Communication made easy

WALL MONITOR

CHIAMATE IN CODA · 6
- 0501234574 · 00:00:08
- 0501234546 · 00:00:07
- NEXTUP , Jacopo Azzetti · 00:00:06
- 0501234576 · 00:00:05
- 0501234519 · 00:00:05
- 0501234525 · 00:00:02

ATTESA CHIAMATE IN CODA

<10s
10s-30s
30s-45s
45s-1m
>1m
>2m

0 2 4 6 8 10 12 14 16 18 20
Quantità

RICHIAMATE CLIENTI

ACCOUNT IN CHIAMATA · 8
CHIAMATE TOTALI · 14

	TEST	TEST 10	TEST 2	TEST 3	TEST 4
stato account	7/9 account attivi	19/28 account attivi	7/11 account attivi	3/3 account attivi	3/3 account attivi
chiamate in coda	0	6	0	0	0
account in chiamata	0 0 7	0 8 19	0 0 7	0 0 3	0 0 3
chiamate totali	0	14	0	0	0
statistiche chiamate	0 totali 0 risposte / 0 non risposte	8 totali 8 risposte / 0 non risposte	0 totali 0 risposte / 0 non risposte	0 totali 0 risposte / 0 non risposte	0 totali 0 risposte / 0 non risposte
tempo medio attesa	0	0	0	0	0
tempo medio conversazione	0	0	0	0	0

Wall monitor	The graphs and data provide an immediate and clear view of calls waiting in queues, customer callbacks, account statuses, and call statistics for each specific queue.

SUPERVISOR PANEL

Q Ricerca · + Inserisci operatore

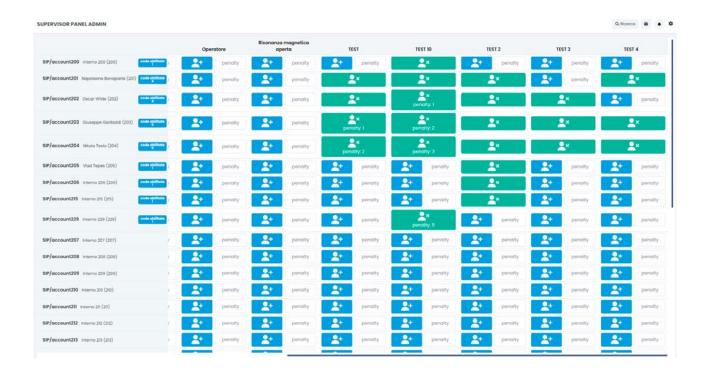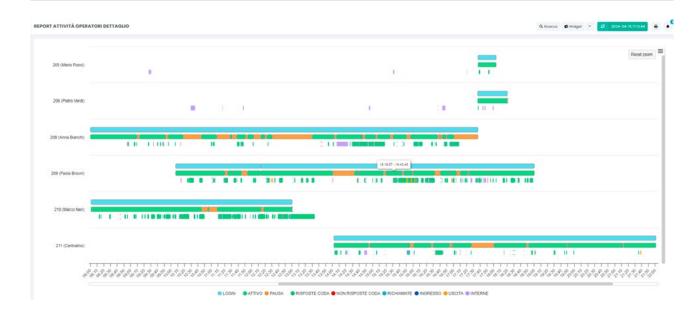|		TEST 10		TEST		TEST 2		TEST 3		TEST 4	
SIP/account200 — Interno 200 (200)	attive 0/3	▶ pausa supervisor	✗	▶ pausa supervisor	✗	+	penalty	+	penalty	+	penalty
SIP/account201 — Napoleone Bonaparte (201)	attive 3/4	▶ pausa supervisor	✗	II	✗	II	✗	+	penalty	II	✗
SIP/account202 — Oscar Wilde (202)	attive 2/4	▶ pausa supervisor	✗	▶ pausa supervisor	✗	II	✗	II	✗	+	penalty
SIP/account203 — Giuseppe Garibaldi (203)	attive 5/5	0501234536 00:01:35		II penalty: 1	✗	II	✗	II	✗	II	✗
SIP/account204 — Nikola Tesla (204)	attive 4/5	▶ pausa supervisor	✗	II penalty: 2	✗	II	✗	II	✗	II	✗
SIP/account205 — Vlad Tepes (205)	attive 3/3	0501234577 00:01:30		II	✗	II	✗	+	penalty	+	penalty
SIP/account206 — Interno 206 (206)	attive 3/3	0501234531 00:01:26		II	✗	II	✗	+	penalty	+	penalty
SIP/account207 — Interno 207 (207)	attive 3/3	0501234546 00:01:27		II	✗	II	✗	+	penalty	+	penalty
SIP/account208 — Interno 208 (208)	attive 2/3	II	✗		✗	▶ pausa supervisor	✗	+	penalty	+	penalty
SIP/account209 — Interno 209 (209)	attive 0/3	▶ pausa supervisor	✗	+	penalty	▶ pausa supervisor	✗	+	penalty	+	penalty
SIP/account210 — Interno 210 (210)	attive 1/2	0501234568 00:01:21		+	penalty	▶ pausa supervisor	✗	+	penalty	+	penalty
SIP/account211 — Interno 211 (211)	attive 1/1	0501234578 00:01:20		+	penalty	+	penalty	+	penalty	+	penalty
SIP/account212 — Interno 212 (212)	attive 1/1	0501234592 00:01:21		+	penalty	+	penalty	+	penalty	+	penalty
SIP/account213 — Interno 213 (213)	attive 0/1	▶ pausa supervisor	✗	+	penalty	+	penalty	+	penalty	+	penalty
SIP/account214 — Interno 214 (214)	attive 1/1	0501234541 00:00:36		+	penalty	+	penalty	+	penalty	+	penalty

Supervisor Panel	The panel allows the supervisor to monitor operators' status (active, inactive, on break, on a call) and the number of queues they handle. The supervisor can also manage operators by adding or removing them from breaks or queues.

Kalliope

Q Ricerca 🖶 🔔 ⚙

		Operatore	Risonanza magnetica aperta	TEST	TEST 10	TEST 2	TEST 3	TEST 4
SIP/account200 Interno 200 (200)	code abilitate 1	penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account201 Napoleone Bonaparte (201)	code abilitate 4	penalty	penalty				penalty	
SIP/account202 Oscar Wilde (202)	code abilitate 4	penalty	penalty		penalty: 1			penalty
SIP/account203 Giuseppe Garibaldi (203)	code abilitate 5	penalty	penalty	penalty: 1	penalty: 2			
SIP/account204 Nikola Tesla (204)	code abilitate 6	penalty	penalty	penalty: 2	penalty: 3			
SIP/account205 Vlad Tepes (205)	code abilitate 1	penalty	penalty	penalty	penalty		penalty	penalty
SIP/account206 Interno 206 (206)	code abilitate 1	penalty	penalty	penalty	penalty		penalty	penalty
SIP/account215 Interno 215 (215)	code abilitate 1	penalty	penalty	penalty	penalty		penalty	penalty
SIP/account229 Interno 229 (229)	code abilitate 1	penalty	penalty	penalty	penalty: 5	penalty	penalty	penalty
SIP/account207 Interno 207 (207)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account208 Interno 208 (208)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account209 Interno 209 (209)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account210 Interno 210 (210)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account211 Interno 211 (211)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account212 Interno 212 (212)		penalty	penalty	penalty	penalty	penalty	penalty	penalty
SIP/account213 Interno 213 (213)		penalty	penalty	penalty	penalty	penalty	penalty	penalty

Supervisor Panel Admin

The panel allows for permanent management of operators (adding/removing them from breaks or queues), with configurations that remain active even after operators log out.

REPORT ATTIVITÀ OPERATORI DETTAGLIO

Q Ricerca ⊞ Widget ▾ 🔄 2024-04-15 17:12:44 🖶

Reset zoom

- 205 (Mario Rossi)
- 206 (Pietro Verdi)
- 208 (Anna Bianchi)
- 209 (Paola Brown)
- 210 (Marco Neri)
- 211 (Centralino)

15:19:07 - 16:43:48

08:00 08:20 08:40 09:00 09:20 09:40 10:00 10:20 10:40 11:00 11:20 11:40 12:00 12:20 12:40 13:00 13:20 13:40 14:00 14:20 14:40 15:00 15:20 15:40 16:00 16:20 16:40 17:00 17:20 17:40 18:00 18:20 18:40 19:00 19:20 19:40 20:00 20:20 20:40 21:00 21:20 21:40 22:00

● LOGIN ● ATTIVO ● PAUSA ● RISPOSTE CODA ● NON RISPOSTE CODA ● RICHIAMATE ● INGRESSO ● USCITA ● INTERNE

Operator activity report

A comprehensive view of operator activities to track call progress and monitor their activity and login periods based on time.

Communication made easy