



	Stat	Planned	Actual	Detail	Color
Total Calls Presented	148	88	194	192	165
Average Talk Times	02:40	04:22	04:16	03:54	04:54
Number Of Calls In Queue	0	4	5	1	2
Longest Time In Queue	00:18	00:20	00:12	00:01	00:10
Agents Available	0	0	0	0	0
Abandoned Calls	40	40	38	33	39

What it is: A software solution that displays contact center stats on a scrolling tickertape along the bottom of your PC.

How it does it: It draws the information in the same way as the wallboard solution – right from the UCC server.

Tickertape

Benefits:

- Provides contact center stats unobtrusively to your PC
- Allows normal work to be carried out on your PC while delivering mission critical information
- Can be set to hide and pop-up only when thresholds are breached
- Can be set to run permanently along the base of a screen
- User can choose which queue to view
- User can choose which statistics to display
- Interacts with the wallboard thresholds if wallboard is deployed, ensuring continuity of thresholds
- Bar color changes when threshold is breached
- The bar can be “grabbed” by the user and pulled back and forward and held steady
- Can be applied to any size screen and run with multiple applications
- Can be accessed by anyone outside the call center



Tickertape → Is Abandoned: 120, Agents Talking: 11, Agents Working: 123, Agents Available: 123