



Access Real Time Information of your CRM Data and Call Queue Statistics.

Monitor live statistics on incoming call queues and the status of work items on a wallboard.

Go Wallboard is a light, easy to deploy, and client-only desktop application within the Go Integrator suite that displays live CRM data and call centre queue and agent statistics. It makes a direct connection to the Broadworks server using an XSI protocol over HTTPS, requiring no additional servers on the client's premises or in the cloud. The various statistical data displayed on the wallboard are calculated by the application itself.

Go Wallboard Screen Views



Flexible

Access wallboard statistics with up to six desktop browser connections to the host computer, mirroring the main wallboard. It is designed to enable remote viewing of statistics from any browser-enabled device such as Smart TVs.

Why Go Wallboard?

Various wallboard views

Choose to display call queue metrics from a range of views that suit your business statistics needs.

Boost productivity

High level call statistics provide an instant overview to your employees, helping to increase efficiency and workload output.

CRM integration

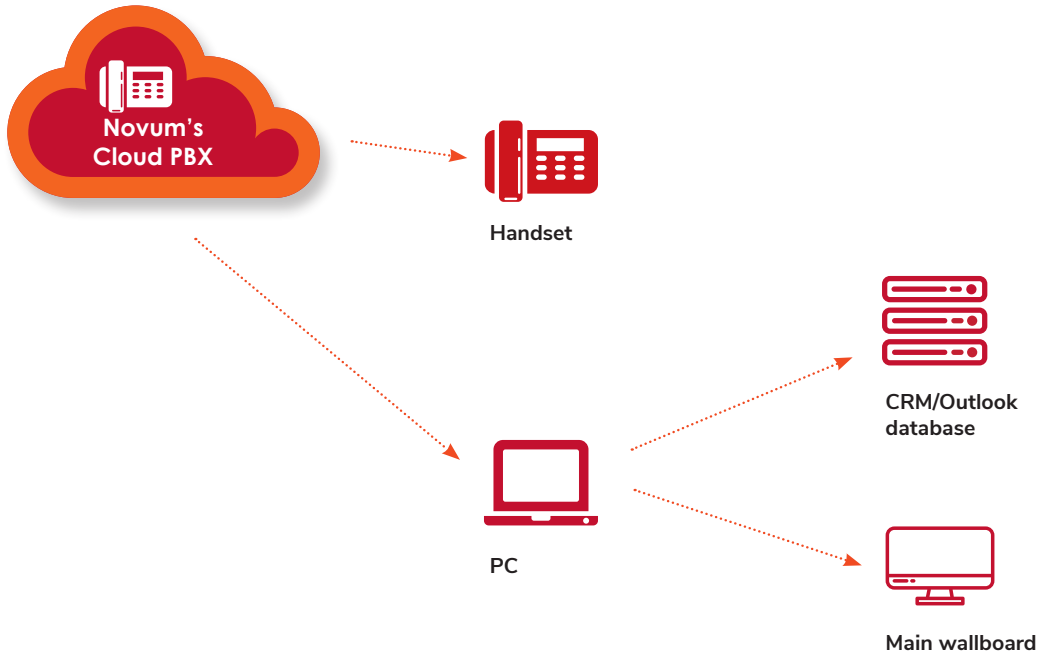
Provides your business with over 50 standard CRM integrations (e.g. Salesforce, Autotask, Zoho) to enable the displaying of customer information against agent calls without the need for additional licenses.

Improve collaboration

Allows your employees to check the status of work items and know who their colleagues are talking to.



How it Works?



Go Wallboard Benefits



Real time

View essential calling metrics in real-time to help your business make immediate decisions on daily targets and SLAs.



Multiple views

Customise or use pre-defined views on all available call statistics.



Convenient

View statistics on your desktop, mirroring the information of the currently active wallboard.



Usability

Easy to install, use and maintain.



Improve user experience

Provides a summary and status of the service desk to significantly improve your user's experience.



Seamless integration

Integrate easily with the Go Integrator suite, saving your business time and money.



Key Feature Highlights

The application includes the following features:

1. Additional browser connections

- View live statistics on six different browser connections, mirroring the main wallboard view.

2. Add-ins

- Choose and leverage on a set of integrated features such as Caller Preview, Contact Popping, Contact Searching, Activity Logging and Click-To-Dial.

3. Multiple statistics

- Statistics are available by queue and agent levels for example:

Queue level statistics	Agent level statistics
A. Agents Available i. Number of agents available to take a call.	A. Agent Name i. Name of agent in queue.
B. Average Queue Time ii. Average time a call was ringing before it was picked up.	B. Agent Status ii. Available, On Call, Unavailable, Signed Out, Signed In, Wrap Up.
C. Average Talk Time iii. Average time an agent spent on a call (excluding ring time).	C. ACD Calls iii. Total inbound queue calls received by agent.
D. Abandoned Average Wait iv. Average time a call was ringing before it was abandoned.	D. Outbound iv. Total outbound calls made by agent (includes internal calls).

The Novum Difference

Best user experience

We offer your business a fully integrated solution for your customer-facing teams that will help you to improve your call handling and caller's experience.

Full ownership and locally operated platform

The Go Wallboard is designed to integrate seamlessly with Novum Networks Cisco-Broadworks platform, providing your business with a customer management portal for your complete CRM integration.

Fast service delivery

We can activate and install the Go Wallboard software remotely on your desktop within three business days.

Guaranteed network reliability

Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architected on the works carrier grade switch and has been delivered 99.999% availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.



About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.