

SUCCESS STORY | CONTACT CENTER

## Leading Contact Center ISV ensures superior agent-supervisor experience with an Insightful Desktop Wallboard solution

For better usability, data flow, and team-based performance insights

### About the client

The client is a global Contact Center ISV specializing in business communications, specifically unified communications (UC), contact center (CC), and services in the cloud, on-premise, or hybrid. Its open, converged, and innovative solutions take communications to new heights, connecting organizations to their customers, workforce, and communities with secure, intelligent experiences.

### Requirement

The client had a difficult time with outdated, non-scalable desktop wallboard. It lacked several essential features, such as fast and seamless data flow between real-time and historical data from legacy systems and team-based performance insights. The UI/UX also needed a revamp for better usability and localization support. The reporting software didn't support any graphics to view the Contact Center metrics.

### Solution

Servion built an Insightful Desktop Wallboard solution that is far superior technically and functionally.

This highly robust, scalable, and cross-platform solution with rich graphical and responsive UI also included:

- Quick integrations into ACD software and other thirty party data sources
- Tabular visualization of real-time and historical data supported by widgets
- Graphical representation of Contact Center metrics in multiple formats (abandoned calls rate, service level, calls in queue, queue call wait time, etc.) Ability to showcase role and team-based metrics on large screens
- Responsive UI to showcase data from the REST-based microservices
- Enhanced agent experience with a multi-threshold level.
- Highly configurable solution with multiple themes

## Business outcomes

The new Desktop Wallboard solution brought about several benefits for the client:

- Higher usability and better web and desktop experience for manager, supervisors, and agents
- Enhanced user experience and simplified user journey

- Rich graphical and responsive UI across all devices

- Increased performance with 3X faster load times, compared to the old app

- Technically and functionally scalable

- 40% increase in the customer base for the new release



## The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



*Crafting CX solutions*

Servion is a registered trademark worldwide. The mention of other product and service names might be trademarks of other companies. This document is current as of the initial date of publication and may be changed at any given point of time.

© Servion Global Solutions

Learn more at [servion.com](https://servion.com)

Follow us at [linkedin.com/company/servion-global-solutions](https://www.linkedin.com/company/servion-global-solutions)

For more information, contact [marketing@servion.com](mailto:marketing@servion.com)