

## Wallboard

### **mConnect Wallboard is a must in your Contact/Call Center. Find out why?**

Get a glimpse of all the metrics of your entire business at the moment you want. mConnect Wallboards offer a transparent view which provide a better understanding of the performance of the employees. It allows you to take significant resolves at the right moment rather than calculating in a white board and taking the decisions at the end of the month. With mConnect Wallboards you get to understand the nitty-gritties of KPIs (Key Performance Indicator). Our Wallboards help you to motivate the workforce to perform better and achieve their targets and goals.

### **7 reasons to choose mConnect Wallboard for your organisation:**

- mConnect Wallboards provide a bird's eye view of the count of all the Sms chats, WhatsApp chats and Chats in a single screen.
- Get hold of the total number of Email Tickets.
- Find out the number of calls answered.
- Scrutinise as to how many calls went abandoned.
- Catch on the total number of calls made.
- Get to know the exact number of calls waiting.

### **Make metrics-driven real-time business decision:**

Monitor and track all the inbound calls and issues instantly and strategise immediate solutions. Identify the appropriate skill-group and route the waiting calls to agents who are available. Find out why the inbound calls were left waiting and how many calls went abandoned. Encourage agents to pick more calls as abandoned calls are a sign of neglected business.

### **Encourage instant actions**

Urge the employees to solve issues as they flow-in for a better customer relationship. The longer the customer has to wait the greater the frustration. Imagine what the status of customer relationship would be if your agent gets to solve an urgent issue at the end of the month. See why the tickets are getting accumulated and assign them to the appropriate skilled talent force.

## Respond instantly

Your Sms, WhatsApp and Chats are an indication of enquiries, complaints or requests related to your business. The more they are left unattended, the less is the positive impact. Instead, when a customer gets instant replies, they are more eased and the immediate and direct interaction supports a longtime customer loyalty. So, encourage the employees to take care of all the types of chats flowing in immediately.

## For Help:

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.

