

SmartPulse



A Real-time Wallboard Application for your Broadsoft Contact Center

Overview

SmartPulse for Broadsoft is a web-based real-time contact center wallboard designed to complement the real-time reporting available through BroadWorks. It provides continuous real-time visual statistics on information such as agent availability, average queue times, volume of calls in queue, and service level indicators.

The application is fully integrated with BroadWorks, including the utilization of BroadWorks authentication and the automatic detection of agents and queues with their associated supervisors. Furthermore the application resides on its own Linux platform.

The wallboard offers supervisors a rich set of customisation and configuration settings, from defining key performance indicators (KPIs) and service levels to determining exactly what data to display in each customisable tile. There is a range of tile styles, including numerical displays, graphical displays and gauges, with historical data, trend data, and real-time data all available for presentation.

Key Features

- Hosted multi-tenant, white label platform with carrier-grade architecture.
- Linux based platform.
- Designed to work alongside BroadWorks within the service provider network.
- Web-based user interface.
- Fully customisable wallboard tiles with service level threshold settings and a choice of data fields to display.
- Multiple display types including numerical indicators, trend graphs and gauges.
- Agents and queues are automatically associated with supervisors.

Benefits

- Adds wallboard functionality to the Broadsoft contact center product, providing a value-add feature for Service Providers.
- Fully integrated with BroadWorks authentication for single sign-on.
- No requirement for additional hardware – can run on BroadWorks XSP server.
- Wallboard is easily branded to reflect service provider style guidelines.
- Carrier-grade architecture for scalability, resilience and high a availability.
- Intuitive end user interface for zero touch deployments to tenant accounts.

