

# display



oak.co.uk

## wallboard



Display is a powerful real time reporting engine as well as a motivational and presentation tool. Display provides a view of key factors affecting business performance at a glance, all displayed on large plasma screens and individual users' PCs as required.

Display builds a bridge between your business and telecoms applications to show you up to the minute information about your performance.

Being able to see what is happening right now in such a visible and dynamic format allows you to identify any problems and rectify them quickly.

Display is able to handle multiple inputs at the same time, which include live call data, XML output from business databases, RSS feeds, web pages, and IPTV and video feeds.

When used in conjunction with Oak's Report call logging, Display creates and updates thousands of telecoms statistics that relate specifically to your business.

Using Display's powerful but easy to use layout editor, wallboard content can be designed to meet the exact needs of the business, whether it be for a department or an individual user.

Panels within the wallboard design can be set to change colour when certain limits have been exceeded, bringing critical areas to everyone's attention instantly, which is when you need to know about them.

Additional alarms can be set to notify specific users of exceptional items such as a long ring time or lost call.

Display can be used as a stand alone application or in conjunction with other integrated applications within the Comms Suite for call recording, call logging and contact centre management, providing even more detail on your live business activity.

### • Measure Performance

Define your own performance objectives and have them monitored automatically and continuously in real time.

### • Monitor Alarms

Set alarms for exceptional events and be informed audibly, visibly and by email as to the problem.

### • Increase Sales

Set targets for individuals or teams for the number of calls to be made or answered in a given time, and see progress towards their goals visibly in real time.

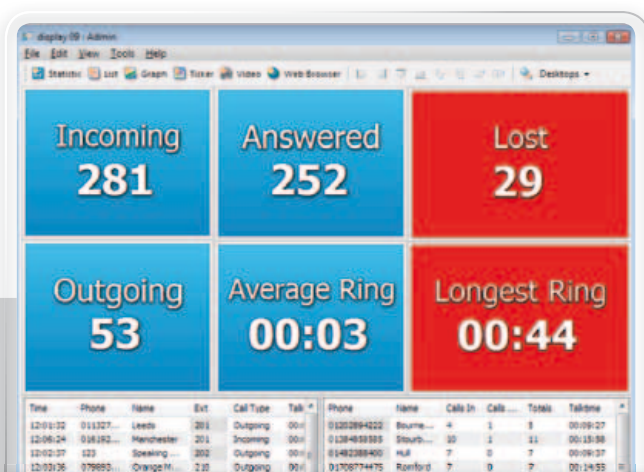
### • Improve Performance

Drive positive change in your business by aiming to meet or exceed performance targets and by reacting quickly to any alarms that have been raised.

### • Share

By sharing both business and external content (such as news feeds) with your teams, you can keep staff involved and highly-motivated to achieve common goals.

*Display keeps your teams informed and motivated.*



**Call Logging** - Display call logging statistics in your user defined layout using panels and lists.



**Combined** - Web pages, video feeds, XML database feeds and more, combined with call logging statistics.



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## wallboard editions

Options	09 standard	09 premium	09 enterprise
<b>Server Types</b>			
Statistics Server running as a Windows Service	✓	✓	✓
Connection Server running as a Windows Service	✓	✓	✓
Maximum number of clients (wallboard & desktop)	2	7	Unlimited
<b>Panel Types</b>			
Historic call data	✓	✓	✓
Web page	✓	✓	✓
Live call data	X	✓	✓
RSS feed	X	✓	✓
Video & IPTV feed	X	✓	✓
XML database feed	X	X	✓
<b>Panel Layout Editor</b>			
Panel alignment	✓	✓	✓
Snap to grid	✓	✓	✓
Multi-select sizing	✓	✓	✓
Copy fonts	✓	✓	✓
Multiple desktop/wallboard layouts	✓	✓	✓
<b>Panel Statistic Types</b>			
Group, Extension	✓	✓	✓
Top 10, Last 10	X	✓	✓
Leader Board	X	✓	✓
Summary, Itemised	X	✓	✓
Indicator (audio, visual, email)	X	✓	✓
<b>Historic Data Types</b>			
Incoming, Outgoing Calls	✓	✓	✓
Internal Calls (where available)	✓	✓	✓
Lost Calls	✓	✓	✓
Average/Longest Call Duration	X	✓	✓
Average/Longest Ring Time	X	✓	✓
Many more...	X	✓	✓
<b>Installation</b>			
Helpdesk support available	✓	✓	✓
Remote diagnostic support available	✓	✓	✓
Installation service available	X	✓	✓



### Aspire Systems Limited

86 Stamford Street East,  
Ashton Under Lyne, Lancashire OL6 6QH

Tel: 0161 830 6800 Fax: 0161 343 2740

Email: sales@aspire-systems.com

www.aspire-systems.com



Display is part of the integrated Comms Suite.

Oak is an ISO 9001:2008 Quality Accredited company.

Oak, developing market leading Communications Management Systems since 1985