

DIGITAL AGE COMMUNICATIONS

SOFT PANEL MANAGER



What is the purpose of Soft Panel Manager by ALE?

Whether you have a contact center or another type of business, offer your managers, supervisors, employees and agents **reliable data** for:

- **Efficient** contact center optimization
- **Rapid** strategy adjustment
- **Focused** customer service



Value proposition

REALTIME MONITORING



Adapt your business strategy according to realtime monitoring

DISPLAY



Support several types of display device for sharing data with employees

OPERATIONS



Easy to deploy, manage and configure

Key values



- Display Contact Center statistics, IVR statistics, CRM statistics etc...
- Display Business Information, Critical Information System Data, any key information



- Use a Wall Board Solution as a Communication media to their employees
- Support several types of display device



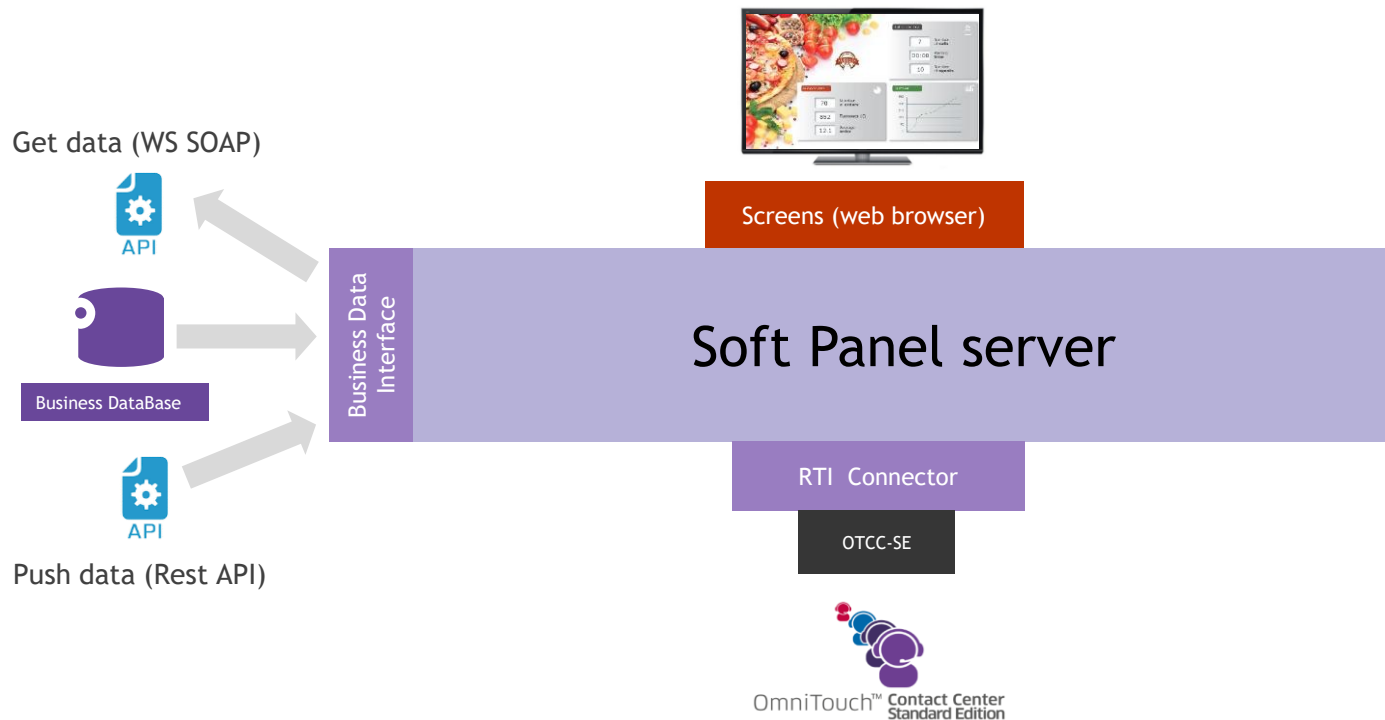
- Simplicity in design views
- Easy to deploy, manage and configure
- Full software solution

Solution overview

Three logical components:

- 1) **Real-time data capturing**
 - data coming from contact center statistic interface
 - data coming from customer Information System
- 2) **Data processing**
 - data computation, rendering, format
- 3) **Data display**
 - data push to the web browser displays

Architecture overview



Real-time data capture

OmniTouch CC Standard Edition:

- Main real-time statistics processed by CCS are accessible from Soft Panel Manager.
- Interface through RTI Connector which communicates with the CCS installed on the system.
- Each time a statistic is updated, the Soft Panel Manager Server is notified by the RTI Connector.

Real-time data capture

Business data from customer back-end system:

- Soft Panel Manager is ready to get and display data coming from third party systems.
- Rest API (software industry standard interface).
- 100% of the customers who implemented the Business Data Interface did it by themselves:
 - java source code template provided.
- Correlation between telephony and business statistics/data:
 - KPIs display in real-time (eg: number of contract signed / received calls).
 - better efficiency metrics.
- Any business metrics display:
 - stock in the warehouse,
 - business applications states, data network state,
 - alarms states, alarm display on map,
 - any metric or information customer wants to display.

Data processing

- **Several treatments can be applied on captured data**
 - Computation on retrieved statistics and business data
 - mathematical functions (all java native mathematical function)
 - Example: number contract signed / number of calls handled
 - number conversions, hour and date formats
- **Alarms creation**
 - View triggered on a Panel when alarm criteria is reached:
 - Example : number of calls greater than 100 calls, then display the group statistic view,
 - Example : global campus map is displayed on plasma screen, zoom on a specific area if a fire incident is triggered (Business Data interface)
 - Email sent when alarm criteria is reached
 - Sound played on Client side when alarm criteria is reached



The figure shows a configuration window for an alarm. It has two main sections. The top section is for 'Alarm reference' and 'Description'. It includes fields for 'Statistic', 'Object type', 'Condition', 'Validity time', and 'Notification interval'. The bottom section is for 'Send an email' and includes fields for 'Recipients', 'Subject', and 'Message'. At the bottom, there are checkboxes for 'Display a view to a Softpanel' and 'Sound'.

Display device

- **Once data are processed, they can be displayed on different display target**
 - TV Screen/Video projector
 - The requirement is to get Firefox 28 (minimum version) web browser running on a PC connected to the screen or projector



TV screen / video projector

- **Statistics display is fully customizable on TV screen/Video Projector**
 - View creation through Web Interface (pure HTML interface)
 - Graphical widgets to compose the views
 - “View copy” to simplify the views duplication
 - Background is easy to manage/import
 - Message and views scheduling and display



Widgets for TV screen / video projector

- Miscellaneous Widgets are available to compose the views**

- 3D/2D bar chart (horizontal, vertical) widget,
- Line chart widget (a 1H to 24H history is kept for any metric used in line chart widget)
- Pie chart widget,
- Textual areas widget (text message, textual Business Data)
- Circular gauge widget
- Horizontal gauge widget
- Table widget
- HTML area widget (display any URL, including flash web site)
- Barometer widget (image changing according threshold)
- Agent widget (Standard Edition only)
- Smart Table Widget
- Image widget
- Time widget

