EXTENSION - WALLBOARD

The Wallboard Extension gives you access to a web based, real-time activity monitor allowing you to see the current availability of staff and the extent of the incoming call queue as well as summary boxes outlining the important daily figures for your Surgery Connect service.

Name	Status
Reception User 1	AVAILABLE
Reception User 2	AVAILABLE
Reception User 3	AVAILABLE

Statistics

Available Agents	Ringing Calls
3	0

WALL MOUNTED SOLUTION

The Wallboard Extension includes a TV/monitor (option of 21" or 42") to display the application and wall fixings so the monitor can be mounted in the most visible location. A micro PC is also supplied to run the Wallboard providing a complete, space saving, highly visible solution.

Minimal interaction is needed to activate or deactivate the wallboard; simply turn off the TV and micro PC in the evening, turning both on in the morning will mean the wallboard will automatically load.

Feature	Description
Hardware Included	The Wallboard Extension includes either a 21" or 42" TV/monitor and a micro PC to run the wallboard application.
Wall Mounted	Wall fixings are included so the monitor can be wall mounted in the most visible and useful location.
Auto Start	Turning on the TV and micro PC will automatically boot up and log into your Wallboard system.
Real Time	Updated instantly as events happen, the Wallboard reflects the exact current situation on your Surgery Connect system.
User List	Lists all of your users that are logged into a telephone and are able to take calls.
User Details	The current status of each user (available, inbound call, outbound call, do not disturb etc) plus details of the number and duration of calls they have taken on that day.
Daily Figures	An overview of both the current totals (available users, queuing calls etc) plus some daily totals such as missed calls and average wait.

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