Wallboards

Increase Visibility with Wallboards

ClearView creates a culture of high performance, visibility, and engagement with industry-leading performance management. Purchasable as part of a comprehensive management solution or as a standalone component, Wallboards enable companies to broadcast live updates on TV screens and monitors.

Inform

Intuitive Wallboards aggregate customizable business KPIs in a sleek view to offer direct and continuous feedback.

- Display endless KPI combinations in real-time, near-real-time, or historical views
- Measure performance objectives that align with company goals
- Visualize performance at an individual, team, skill, and organizational level
- Experience seamless unification with other products, as well as pre-built integrations with leading CRMs

Engage

Multislide Wallboards publicly display the metrics and KPIs that drive agent behavior. Agents instantly feel recognized and celebrated when their achievements are broadcasted across the enterprise. Agents stay motivated with automated slideshows that can display:

- Performance gauges & thermometers
- Leaderboards & racing screens
- Employee birthdays & new hire spotlights
- YouTube videos
- Rankings, awards, & achievements
- Customized company messages

Thrive

ClearView makes it possible to design a visual contact center in three simple steps: create, save, and share. By making the most important information accessible to everyone, teams can proactively contribute to organizational growth.

- Drive agent awareness and ownership
- Increase agent engagement
- Create a social working environment
- Develop enterprise-wide visibility
- Establish an interface for competitive metrics
- Decrease agent turnover
- Increase customer satisfaction

CLEARVIEW