



SHOW ME

INTELLIGENT, VISUAL COMMUNICATION



VISUALISE YOUR BUSINESS OBJECTIVES

SHOW ME - INTELLIGENT, VISUAL COMMUNICATION SOLUTION

The Show Me Wallboard platform helps you embed sophisticated capabilities faster and presents a fresh, modern view to contact centre display technologies with a more flexible commercial model than traditional vendors.

Show Me brings in significant changes in the platform. Highlights include the business being able to really take ownership of the displays and make changes on the fly without needing to engage developer resource.

Show Me has implemented world class technologies from Logi Analytics, Font Awesome and Microsoft to deliver a next generation visualisation display solution, building on the same rich data collectors Show Me is famous for.

- ◆ High-performance data store
- ◆ Adaptive security
- ◆ Integrated workflow and write-back
- ◆ Custom styling and UX
- ◆ Embedded self-service reporting
- ◆ Mobile ready and responsive



Benefits:

- ◆ Creative visuals designed to capture agent's attention
- ◆ Blended with Corporate Communications to improve engagement and staff loyalty
- ◆ Optimise staffing levels for the day
- ◆ Displays actions and resolution messaging to alter the behaviour of agents
- ◆ Improves staff efficiencies and productivity
- ◆ Improves operational statistics as KPI's are always visible with alerting functions
- ◆ Agents engage with business objectives as they change

SHOW ME ARCHITECTURE

Show Me consists of a core server license with a local SQL Server database that contains the data that is required for display. This is populated by a set of data collectors, each designed to collect data from different types of data sources including CMS and AACC out of the box.

The actual displays are a series of web pages that can be viewed by a standard web browser. Each web page can be built on a custom template designed specifically for the client. Each display auto refreshes as the underlying data changes. We do not put any restriction on the number of times each web page can be displayed (only limited by the IIS server) unlike some other display vendors.

IPI provide the PC display layer via our Intel based Show Me Compute Sticks running a secure, stable Linux OS. These come with power supply and HDMI connectivity. IPI's Show Me Compute Sticks are lightweight, compact and a fraction of the cost of other vendors proprietary display hardware.

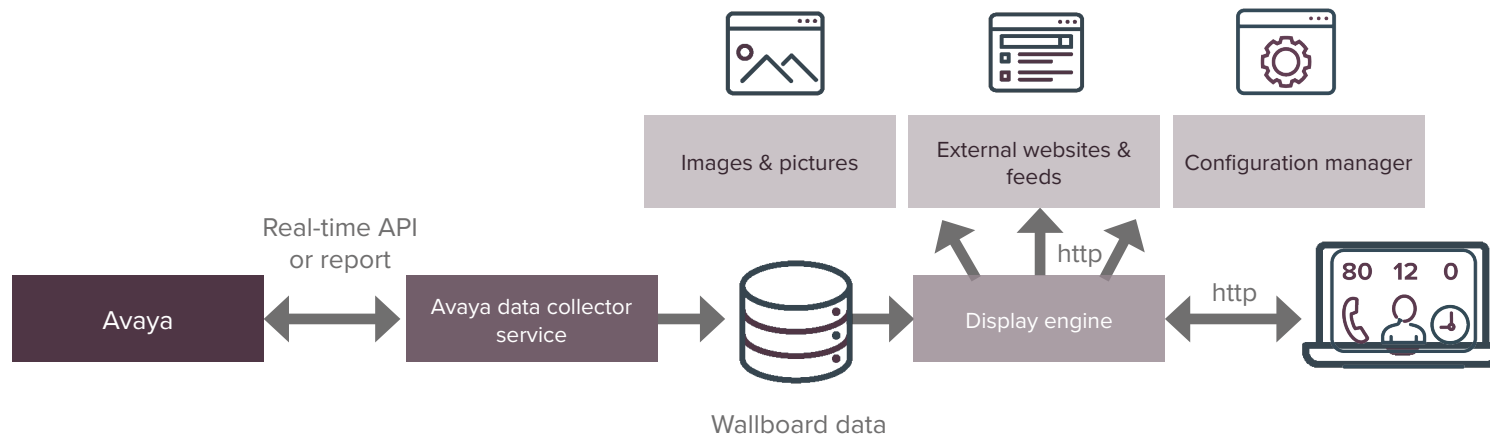
SHOW ME FEATURES

Show Me Elements are powerful pre-built features that you can configure to meet custom requirements and create unique intellectual property, without having to code.

Hundreds of elements, including: data, visual, analysis, security, input, process/action, styling, formatting, layout and design

- ◆ Shorten development speed and training time since your team can use technology frameworks, security, and skills that are already in place
- ◆ Don't replicate your security - Show Me leverages your existing security model, eliminating timeconsuming and costly efforts
- ◆ Maintain your brand by creating a completely consistent, familiar, and branded UI so users stay engaged
- ◆ Create custom experiences for every user and deliver a platform that can be tailored to meet customer needs without relying solely on your development team to respond to every ad-hoc request
- ◆ Write-back enables your users to update the database without leaving the application

THE SHOW ME FLOW PROCESS



CAPTURE ATTENTION

CONTACT OUR EXCEPTIONAL TEAM

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change.

We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.



Agent

Improve engagement



Customisable

To suit your business



Secure

Compliant with industry standards



Improve

Operational statistics across the board

GET IN TOUCH



IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH



0118 918 4600



enquiries@ipintegration.com



www.ipintegration.com

