Saber.com

Introduction

How do you make sure that your agents have all of the up to date information they need?

Sabercom's digital signage solution enables contact centre managers to communicate all of the critical real time ACD statistics directly from your CMS and display them on large LCD screens located in Team areas.

Sabercom can also compile and display multi-media content including:

- ACD statistics
- Information from the CRM and other databases
- Campaign information
- Excel
- PowerPoint
- BBC News
- Weather
- Intranet pages
- RSS feeds
- Instant messaging with scrolling text

The screens can be set up to target specific information for different teams in one building or across multiple sites.

Information can easily be changed using Sabercom's easy to use web based content management and scheduling system.

What makes Sabercom different?

Consultation...
We offer a complete solution from initial consultation right through to ongoing maintenance and support services.

Easy to use...
We use a Windows-style interface for a familiar look and feel. Simple day to day tasks are made easy and can be assigned to individual people.

Easy to deploy...
Our software is simple to install, configure and run. This keeps service costs down and starts delivering ROI more quickly.

Customer Quote

"Sabercom allows us to publish information to agents across all departments within our contact center. The Real-time statistics have become a major part of how we manage our service levels and the ability to display adhoc presentations has enabled us to engage and motivate agents whilst creating a sense of community."

[David Smith - Resource Planning Manager, Vanquis Bank]